

Multimedia events

Eros villas



Terms & Conditions

1. An upfront payment of at least 25% of the agreed price+VAT is required for a reservation to be activated. For special orders, an upfront payment of up to 50% of the final cost is required. The deposit is non-refundable in the event that a customer backs out from all or part of the order.
2. The deposit payment is due 30 days after the initial quotation. Multimedia Events pledge to secure the agreed pre-booking within this established 30-day time frame. If an event takes place within a 45-day time frame starting from the date of a client's initial request, the deposit or full payment is due no later than 7 days from the written quotation.
3. In any case, the full payment of the agreed total cost is due three days before the event.
4. Multimedia Events cannot be held liable for delays, change of plans or cancelations that may occur due to unforeseen circumstances, such as bad weather conditions, strikes, transportation issues, power failures, pandemics, earthquakes etc. and is not obliged to refund the deposit.
5. To avoid communication misunderstandings and to ensure that your information, requests, desires, and vision be impeccably delivered and executed in every single detail, it is agreed that the official e-mail of our team info@eventsinsantorini.com be used as the sole communication channel.
6. In order to safeguard the best possible service delivery to our esteemed Customers and/or Event Planners, we require that the following pieces of information be finalised and sent to Multimedia Events by email:
No later than 2 days before the event: event timeline, start time, end time, installation process timeline, equipment placement, special requests
No later than 10 days before the event: the song lists
No later than 5 days before the event: multimedia and video projection files.
7. All set ups are complete no later than 60min prior to guests arrivals. Should an earlier set up is needed (prior to 16:00) a 7 days notice and final time plans are required. Extra charges may apply for earlier set ups.

Safety Regulations and Liabilities

8. Multimedia Events guarantees the safety and static adequacy of its constructions and portable equipment added, hung or incorporated by our team.
9. A Third part (customer/Wedding Planner or a vendor i.e. a decorator, florist, etc.) may wish to install or incorporate additional items - equipment, in non permanent installations, created and engineered by Multimedia Events, such as flowers, decorative elements, fabrics, lanterns, etc. In this case, the third part, is obliged to inform Multimedia Events in advance (**via Mail only**) , about the placement of any additional elements, in order to be advised by our team whether that is feasible and that it will not compromise the safety of the installation. Third part suppliers and/or wedding planners may be required and are responsible to bring in and install additional counterweights and suitable support equipment, after our team's suggestion, in the case that the additional equipment added by them, burdens the static adequacy of the construction from wind and other conditions, with the ultimate goal to avoid injuries of customers, guests and employees.
10. In any case, in the event of inclement weather and/or if the additional decor elements provided by third parties are unsuitable to be added to the installation and render it dangerous (e.g. heavy objects or surfaces with high air resistance), then the decoration plan in question will not be realised (in whole or in part) or it will be replaced by a lighter decoration plan on the wedding planner's , customer responsibility.
11. The equipment installed by our team, such as floors, glass or mirror surfaces, pool bridges, metal structures, support columns, is not permanent and pertains to the specific use for which they have been rented. Our team does not provide services for surveillance and security personnel. Any accident from misuse or violation of the mission and durability of the equipment is solely borne by the customer.

Working Hours 11:00a.m. - 2:00a.m.

Set up shift hours 11:30a.m. - 17:00

Take down / dismantle shift hours 22:00 - 2:00a.m.

Extra Charges apply

- for distant, difficult to reach venues / locations*

- if event's end time is later than 2:00 a.m.*

- if event's installation hours are earlier than 11:30 a.m. and later than 17:00 *

- For Express set ups*

- if multiple setups are requested in different timings*

*subject to availability

Placing an order means, at the same time, accepting the terms, as described above on pages 3 & 4, irrespective of whether the payment of a deposit has been made.





















