



Terms and Conditions

Effective Date: 1 July 2025

Version: 1.0

1. Introduction and Agreement

These Terms and Conditions ("Agreement") govern the access to and use of the All Events platform ("Platform") by all users, including Vendors, Event Hosts, and Employees. By registering, accessing, or using the Platform, you agree to be legally bound by this Agreement, which shall be governed by the laws of the United Arab Emirates.

2. Definitions

- **Platform:** All Events' website, mobile application, and associated services.
- **Vendor:** Registered service providers including catering, entertainment, event rentals, and other event-related services.
- **Event Host:** Any individual or organization using the Platform to book services.
- **User:** Any person using the Platform.
- **Commission:** The percentage charged by All Events on total invoice value.
- **VAT:** Value Added Tax as per UAE Federal Decree-Law No. 8 of 2017.
- **Force Majeure:** Events beyond reasonable control, including but not limited to natural disasters, war, strikes, and pandemics.

3. Registration and Vendor Obligations

3.1 Registration:

- All Vendors and Event Hosts must submit accurate details during onboarding.
- Vendors must upload business licenses, VAT registration, proof of insurance, menus/service offerings, and payment details.

3.2 Vendor Approval:

- Approval is based on quality, legal compliance, and regional availability.

- Vendors must update information regularly and confirm pricing is VAT-inclusive.

3.3 Public Disclosure:

- Vendors must announce their onboarding with All Events publicly via social media within 14 days of going live on the Platform.

4. Pricing, Commission & Payment Terms

4.1 Commission Structure:

- A 15% commission is charged on completed bookings.
- The commission is calculated on the total booking value, including VAT.
- All Events' commission is subject to 5% VAT, invoiced to the Vendor.

4.2 Price Consistency & VAT Inclusion:

- Vendors must ensure platform prices match direct or third-party listings.
- All prices listed on the Platform must include VAT.

4.3 Deduction & Payout:

- Commission and VAT are deducted before payouts.
- Vendors receive net payouts monthly with transparent reporting.

4.4 Revisions:

- All Events may revise commission with 15 days' notice.

4.5 Non-Compliance:

- Price manipulation or bypassing the Platform will result in penalties or account termination.

5. Event Execution & Communication

- Vendors are expected to deliver high-quality service as promised.
- Event Hosts must provide full event details 48 hours before the event.
- All communication pre booking must take place on the Platform.
- Vendors may initiate direct communication with the Event Host **only after a booking has been confirmed**, and solely for purposes related to service

coordination and delivery execution. All communication must remain professional and relevant to the confirmed booking.

6. Cancellation & Refund Policy

Notice Requirement:

Both Event Hosts and Vendors must notify All Events as soon as possible in the event of a cancellation or rescheduling request. A minimum notice period of **72 hours before the scheduled event** is required for standard changes.

6.1 Event Host Cancellations:

Cancellation by Event Host:

- Cancellations made **more than 3 days (72 hours)** before the event are eligible for a full refund.
- Cancellations made **within 2 days (48 hours)** will result in a 50% cancellation fee.
- **Less than 48 hours before the event**, no refund will be issued unless in exceptional circumstances (e.g. force majeure).
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6.2 Vendor Cancellations:

- Vendors must inform All Events and the Event Host **at least 72 hours** in advance if they are unable to fulfill a booking.
- A full refund will be issued to the Event Host in case of Vendor cancellation.
- If a Vendor cancels **within 48 hours**, a penalty of 35% of the booking amount will apply to the Vendor.

Rescheduling:

- Both parties may request rescheduling via the platform. Approval is subject to availability and vendor agreement.
- If rescheduling is not possible, the cancellation terms above will apply.

No-Shows:

- If the Vendor **fails to show up** without prior notice, the Event Host is entitled to a **full refund** and may request compensation through All Events.

- If the Event Host is **absent or unreachable** at the event time and no arrangements are made, the booking will be marked as completed and no refund will be issued.

6.5 Refund Processing:

- Processed within 30 business days to the original payment method.
- Platform fees are non-refundable.

7. Service Quality & Dispute Resolution

7.1 Vendor Service Obligations:

- Meet agreed expectations.
- Be punctual.
- Prevent service failures.
- Avoid damage to venue/property.

7.2 Dispute Handling:

- Users must report disputes within 24 hours post-event.
- All Events will mediate based on documentation and service agreement.
- Unresolved issues are referred to arbitration under UAE law.

8. Data Protection & Security

8.1 Compliance:

- All Events complies with UAE PDPL Law No. 45/2021.

8.2 Usage:

- Personal data is used for transactions, support, and marketing.
- No third-party sharing without consent unless legally required.

8.3 Security:

- Data is stored securely and accessible only to authorized personnel.

9. Insurance and Liability

9.1 Vendor Liability:

- Vendors are liable for any damages, injuries, or claims from their services.
- Vendors must hold valid general and product liability insurance.

9.2 Force Majeure:

- No party shall be held liable for non-performance due to Force Majeure.

10. Intellectual Property

- All Events owns all platform content and user-generated interface material.
- Vendors grant All Events a license to use their media for marketing.
- Vendors and Hosts must comply with All Events branding rules.

11. Termination

- Users can deactivate accounts with no active orders.
- All Events reserves the right to suspend or terminate users for breach of terms or repeated poor service.

12. Platform Technology & Use

- All Events aims for 99.9% uptime.
- Unauthorized access or manipulation is prohibited.
- Scheduled maintenance will be communicated in advance.

13. Health & Safety

- Vendors must meet all hygiene, food handling, and safety protocols.
- Event Hosts must ensure crowd control and venue safety compliance.

14. Advertising & Marketing

- Vendors and Hosts agree to be featured in All Events' marketing.
- All Events branding use must follow brand guidelines.

15. Legal Framework

- These Terms are governed by UAE law.
- Any inconsistency in translated versions will defer to the English version.
- All notices will be sent to registered emails unless otherwise specified.

By using the All Events platform, you confirm you have read, understood, and agreed to these Terms and Conditions.

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All Events – Terms and Conditions for Event Hosts

Effective Date: 1 July 2025

Version: 1.1

1. Acceptance of Terms

By accessing or using the All Events platform ("Platform") as an Event Host ("you"), you agree to these Terms and Conditions. This Agreement governs your relationship with All Events and all bookings made through the Platform. Use of the Platform implies full acceptance of these Terms.

2. Account Registration and Use

- You must register using accurate, complete, and current information.
- Phone verification is required to confirm your identity before placing any bookings.
- You are responsible for maintaining confidentiality of your account credentials.

3. Service Booking and Vendor Communication

- All service bookings must be made through the All Events platform.
- You may communicate directly with vendors **only after a booking is confirmed**. Attempts to bypass the platform or arrange bookings externally are strictly prohibited.
- All Events will facilitate pre-event communication and provide support throughout.
- Once you place a booking, the vendor will have **24 hours to accept**. If not accepted, the booking will be considered void, and you may choose another vendor.

4. Responsibilities of the Event Host

- You are responsible for:
 - Providing the correct and complete event location details.
 - Ensuring access and logistics are suitable for the service being provided.

- Accepting all weather-related risks if you choose an outdoor venue. Vendors and All Events are not liable for weather disruptions.
- Ensuring the venue is ready and accessible for setup at the agreed time.
- Reviewing and confirming the accuracy of the Delivery Order and vendor documentation.
- Obtaining insurance for the event if required by law or vendor policy.

5. Optional Event Coordinator

- All Events may assign a representative coordinator for your event upon request.
- If you choose to accept this service, your contact details will remain private and communication will be conducted through the coordinator.
- The assigned coordinator will supervise vendor arrival and service setup.

6. Payments

- All payments must be completed through the Platform using our secure payment gateway.
- A confirmed booking is only valid after payment is processed in full.
- The platform fee is non-refundable in case of cancellation (see Section 7).

7. Cancellations and Refunds

- **More than 3 days before event:** Full refund.
- **Within 2 days of event:** 50% refund.
- **Less than 48 hours:** No refund.
- Refunds may also apply in case of vendor failure, following investigation.
- Refunds are issued to the original payment method within 30 business days.

8. Delivery Order and Documentation

- For each confirmed event, All Events will issue a Delivery Order (DO) including:
 - Assigned vendor(s) and staff names.
 - Date, time, and location of the event.
 - Services booked and items delivered.
- Vendors are responsible for the accuracy of this documentation.

9. Event Quality and Complaints

- If you are unsatisfied with a vendor's performance, you must report the issue to All Events within **24 hours** of event completion.
- Our support team will review the issue and mediate according to our Dispute Policy.
- Resolution options include refunds, credits, or partial compensation, depending on the nature of the issue.
- If a vendor is **more than 2 hours late**, you are entitled to a discount of up to **15%** on the total service fee, following assessment.

10. Privacy and Data Protection

- We do not share your contact information with vendors unless you authorize it.
- All personal data is processed according to UAE Federal Law No. 45 of 2021 (PDPL).
- Your data may be used for support, marketing, or platform analytics unless you opt out.

11. Platform Usage

- You agree not to misuse, replicate, or reverse engineer the Platform.
- All communication regarding the booking, disputes, or service changes must occur within the Platform.

12. Legal Compliance & Limitation of Liability

- You understand that All Events acts as a booking facilitator and not the direct service provider.
- Vendors are solely responsible for delivering their services.
- All Events shall not be held liable for vendor misconduct, outdoor weather impacts, or incorrect information provided by you.

13. Changes to Terms

- All Events may update these Terms at any time. Continued use of the Platform constitutes acceptance of the new Terms.
- Changes will be communicated via email or in-app notifications.

14. Governing Law

These Terms are governed by the laws of the United Arab Emirates. Any disputes shall be settled in the courts of Abu Dhabi or Dubai, depending on jurisdiction.

By using the All Events platform, you acknowledge and agree to these Terms and Conditions as an Event Host.

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