

Terms & Conditions - FAQ too

What is Cherishonline?

Cherishonline.in is a better faster cheaper way to do Events

Cherishonline.in is India's largest platform that brings to you details of the best venues and services for all types of events (weddings, conferences, meetings) at the tip of your fingers thereby enabling you as a customer to book any service required for your event directly through our website / entire event directly.

Cherishonline is a sophisticated world class system offering a "one-click" buy / book instant facility, gives you an event manager free of cost with every order to take care and execute all your requirement so that you can enjoy your event in a hassle free manner

Why book a service or a package through CHERISH? Why should I choose Cherish?

Cherish helps brings you events in better faster cheaper way. Cherish offers a hassle free way for you to book most of the things you will need to conduct an event like venue, decor, photo & video, makeup & styling, invitations, food & catering in a totally free hassle free way. You exactly know what you are paying for and get the best for what you pay

- With every booking you get an event manager free who will work with you.
- Cherish curates all its partners so that we get the best partners to bring the best services to you.
- CHERISH understands that, for you, this event maybe the most important experience of your life . We wish to make each of your experiences unique, the most enjoyable and cherished.

Hence we take utmost care in ensuring that you get the very best, in everything. CHERISH guarantees THAT the best vendors serve you and bring the best services to you.

- We are aware of the fact that you always have various options of going through references, or service providers from other sources for hosting your event. However, CHERISH understands that, for you, this is event / function is a very important event /experience of your life, and that you would want the very best to make this event most memorable and cherished. CHERISH also understands that you would want a hassle free, smooth experience. Hence we take utmost care in ensuring that you get the very best, in everything.

CHERISH guarantees THAT the best vendors serve you and bring the best services to you all under one umbrella.

How do you ensure that I, as your customer, get the very best?

We wish to make each of your experience unique, the most enjoyable and cherished in your

life.

- Best quality of service: We start by selecting the best partners and giving you the best possible service.
- Clear pricing and deliverable - you know what you pay for and what you get the best for what you pay
- Practical Packages: Our services are designed to serve the key aspects of your event like Venue, Food & Catering , Photo & Video, Decor, Invitations, Make up & Styling, Wedding Halls, Cabs.. You can put together your own packages by selecting what you like in each package
- Every order is accompanied by a dedicated Event Manager who will customize every aspect of your Wedding / Event to your liking.
- Convenient payment options: Simplified online payment options and EMI options also available
- Single Point Collaboration - On the platform we will create a Tech Pack for each order as per your specifications

How do I interpret the pricing of services? What would be the cost for a service / package?

Every service is accompanied by transparent pricing and clear deliverables

At CHERISH we ensure

- Transparent Pricing: We understand that every event has to be completely hassle-free, free of ill feelings. And hence we have transparent pricing, no last minute changes in pricing, no last minute additions.
- Clear deliverables which go with the pricing, which everyone signs off on.

Can I change the deliverables if I need something else?

Yes you can change the deliverables or the constituents of your order.

Please understand that there may be a change in costs based on your preference if changes are made in the last minute and for additions or modifications of services.

How many days in advance of the event should I place my order?

Snap-Events: We specialize in bringing you services which are specifically urgent in nature. 24-hr or events or services needed within a few days. Snap-Events ensures that we bring you the very best at the earliest possible time.

However, You will appreciate that hosting a special event and making it hassle-free and most memorable for you requires time for planning and execution. Hence it is important to place your order as early as possible as it will enable you to plan in advance. Placing an order very close to the event date would make it inconvenient for you in terms of being able to get the best venues and other services as there will be others bookings as well. Venues and other service partner would also require advances to block the dates. Hence it is important that you place your order as early as possible, which enables the event manager take forward discussions with you and ensure all is executed as per your desires. Our partners do have special deals everyday which you can also take advantage of

What are your payment terms?

Payment terms are currently divided into an advance booking payment and then remaining money being paid as per a given schedule. We take anywhere Between 10% to 100% to book based on the time of event, type of service you require. This will be indicated to you while booking your service.

All booking payments are to be made through the online banking - payment option. You will be

required to make the payment through NEFT, RTGS or cash transfer direct to the bank account.

Other payments / balance payment needs to be made through NEFT or interbank transfers

We do not accept CASH transactions

Are there any additional taxes I will be billed for?

The listed price for all services is either inclusive or exclusive of all applicable service taxes. You will be sent an invoice with the break up of the tax component for each service.

Will I be given an receipt for my payments?

Once you have successfully carried out the NEFT bank transfer, you will automatically receive an email with order confirmation number

The receipt will be given to you on completion of services and once full payment is received.

However you will receive a transaction reference number against each NEFT transaction carried by you

Do you accept Credit Card and Debit Card Payments?

We accept Credit and Debit Card for advance payments only. The balance payments have to be made through online payment transfer (NEFT / RTGS) or cash transfer to the bank

account.

How do I know my order is processed?

Once you have chosen your service and completed the order booking procedure with the advance payment, you will receive an Email with the Order confirmation number.

How will my order be executed?

Once an order has been booked, and advance payment made the event manager will be assigned to you. The event manager will contact you and take forward discussions with you on your specific requirements, dates etc.

The event manager represents you with the business partners for all your requirements and hand holds you throughout till the event is hosted.

Will I be required to sign any documents?

At CHERISH we ensure transparency in all our dealings with Business Partners and Customers. It is imperative that all that all your requirements are discussed with the Event Manager with clear deliverables. Hence Yes, you will be required to sign off a contract with a Technical Specifications blue-print for all your requirements.

What if after making the payment I don't receive an order confirmation?

Ours is a sophisticated world class system. However in an exceptional instance due to any technical glitch, should you not receive an email with the order confirmation, please contact us at eventservices@cherishonline.in giving the transaction reference number. Please be assured we will ensure resolution within 2-4 hours during regular working hours

How am I assured that I will get what I need / want / desire?

CHERISH understands that this a precious event for you. CHERISH also understands that you want the very best for this event / function. Hence we assure you the following:

- Clear Deliverables: We ensure that all our Business Partners deliver what they promised. We have clear and specific deliverables.
- Creating a Customized Unique experience: Every package designed just for you, comes with an Event Manager who will ensure that every event goes smoothly. This especially becomes important when selecting the photographers, the venue, the deco and ensuring that all this come together to create the best experience and the best pictures that you will Cherish for a lifetime
- You will be required to sign off the Technical Blue Print Document which clearly documents all your requirements that have been discussed with the Events Manager

What is the assurance I will get the service for the dates I need ?

The information available at the time of order booking would be the most updated. Based on this information listed by the Business partner at the time of booking the order, we can guarantee the venue to the best of our ability,

In the unforeseen event that the service of your choice is not available, we will work toward ensuring the best alternate options are available for you. These options will be communicate very clearly to you.

What if I am not happy with the alternatives being given to me?

In the event that you are not happy with the alternatives given to you, we would return your money back

What If I am not happy with the services being given to me?

CHERISH prides itself on delivering the experience of a lifetime and we leave no stone unturned in ensuring you get what you desired for. And we make the best of the services from respective industries available to you.

- Your experience is the most important for us. We do everything to make your experience a delight. We go to every level to ensure that each business partner is held to high service levels. The event manager also works hand-in-hand with you to understand your needs, backs you all the way with suggestions and recommendations. All your requirements are discussed with you and the business partner. The event manager further drives the partners to deliver the very best for you at every step.
- The Technical Specs based on your requirements are signed off by you. Hence should there be an instance where you are unhappy with the services, we would request you please follow the escalation matrix so that we can provide you with the best possible resolution. You can email at eventservices@cherishonline.in

What are the order options available? Can I order just one or two of the services?

You can either book any or all of our services to execute your event. You may book the entire package with us or just a venue. Or any of the services. The choice is yours. Whatever suits you.

We will also be introducing a customized package facility where you can create the package of your choice realtime.

What if I book the package for with the stipulated advance, and confirm the date but decide against going with Cherish? What is your cancellation policy?

Your comfort level is of paramount importance to us. We firmly believe that a Venue does not an event make.

Also, we do not take any additional charge for our service If you still wish to

not go with Cherish, we would feel very sad that we couldn't serve you and would like to understand the reasons for your change of mind, however we will refund the complete booking amount to you post deduction of a cancellation charge to cover for advance payment made if any and order processing charges according to the schedule given below

Should you wish to cancel the order within 24 hours of making the advance payment you will receive full refund of advance paid minus "payment and order processing charges"

However once the technical spec document is signed off, and your cancellation request is received after 48 hours to 1 one week - 30% of advance paid

One week to 15 days - 30% of advance paid

Within 48hours of the event 0% of advance paid and any advances paid to the partners cannot be reimbursed.