



## **Reservation/Cancellation & Refund Policy**

**(Updated – 07/01/2023)**

### **Reservation Policy**

1. Reservations are confirmed upon payment receipt of a non-refundable 20% deposit requirement.
2. No reservations or commitment of services are confirmed unless the deposit requirement is fulfilled and funds are received.
3. All payments are to be completed electronically unless agreed otherwise and confirmed in a written, electronic format.
4. Payment in FULL is required by no later than 5 business (7 calendar) days prior to the event date. That date is considered the 'Due Date/Time'.
5. Failure to provide payment in full by the 'Due Date/Time', will result in an automatic cancellation of the event.
6. If an event requires reinstatement, a \$250 fee will be added to the remaining balance due.

### **Cancellation & Reschedule Policy**

1. 20% deposit are non-refundable.
2. Cancellation of an event within 30 days of the event date will forfeit the 20% deposit and cannot be rescheduled.
3. Cancellations of an event outside and greater than 90 days of the event date will allow for re-schedule and the non-refundable deposit will be applied.
4. Monies received are not reimbursable if an event has been re-scheduled and then subsequently cancelled.
5. Rescheduling of an event is dependent on the availability of the caterer and a date have to be mutually agreed.

### **Refund Policy**

1. 20% deposit are non-refundable.
2. Deposit Refunds are offered if the event cancellation date is outside and greater than 90 days of the original scheduled date.
3. Final Payments are NOT refundable.
4. Applicable refunds will be issued via check.
5. NO refunds will be offered for cancellations based on post decision dissonance due to natural disasters, health epidemics, global virus outbreaks of any kind or similar scenarios.
6. NO refunds will be offered if the venue or event space is canceled due to low attendance or no-show.