

Equipment & Party Rental Cancellation Policy

1. Reservation

All rentals require a signed rental agreement and FULL payment to secure the reservation date and equipment.

2. Customer Cancellations

If the customer cancels a reservation, the following terms apply:

- **More than 14 days before the event date:**
Any payments made beyond the non-refundable deposit will be refunded.
- **7-14 days before the event date:**
50% of the total rental cost will be forfeited on any party rentals and 20% on any equipment rentals. Any remaining balance paid beyond this amount will be refunded.
- **Less than 7 days before the event date:**
No refunds will be issued. The full rental amount is due and non-refundable.

3. Same-Day Cancellations & No-Shows

Cancellations made on the day of the event or failure to accept delivery/setup will result in **no refund** of any kind.

4. Weather-Related Cancellations

Weather conditions are beyond our control. Cancellations due to weather are **non-refundable**. However, at our discretion, a rain check or credit may be issued for a future rental if notice is given at least 24 hours in advance.

5. Company Cancellations

If we are unable to fulfill a rental due to unforeseen circumstances, liability, or equipment failure, the customer will receive a **full refund of all payments made**, including the deposit. This refund will be the customer's sole remedy.

6. Changes to Reservations

Requests to change rental dates, equipment, or quantities must be made at least **7 days prior to the event** and are subject to availability. Changes may result in additional fees

7. Refund Processing

Approved refunds will be processed within **5–10 business days** and returned using the original form of payment.

8. Acceptance of Policy

By placing a reservation, the customer acknowledges and agrees to all terms outlined in this cancellation policy.