



RULES OF ENGAGEMENT

You agree to read all the information related to clauses, policies, important notes. From the date you booked your event you have 48 hours to cancel **WITHOUT PENALTY**, in case you do not cancel, you **AGREE and ACCEPT** all our policies.

If you do not agree with any of our clauses, you must cancel within 48 hours after booked your event without any PENALTY COSTS.

1. DEPOSIT

To book an event, a minimum payment is required in the amount of (\$ 100.- ONE HUNDRED DOLLARS). If this payment is not made, the event cannot be BOOKED in any case. **Deposit is not refundable**, unless the client has canceled within 48 hours after the event is booked.

2. LATE FEE

You must pay the total cost of your package 15 days prior your event, if you do not do so, the amount of \$ 35.- (thirty five dollars) will be automatically charged to your total and will appear in your invoice as **LATE FEE**.

Can I request that this charge be waived?

NO, If you do not agree with this clause you must cancel within 48 hours after book your event, otherwise you are accepting this clause.

3. I CHANGED MY PHONE NUMBER

In case of changing the contact number you must contact us to update your information, otherwise the company will NOT be responsible for the lack of response

4. MY DATE MAY BE RELEASED WITHOUT MY AUTHORIZATION

Can my date be released without my authorization?

YES, if there is one or more delayed payments, our team will contact you at the contact number you have provided when you book your event (if you have changed the number you must update your information so we don't lose your contact) if you do not respond at the first attempt, we will make a second attempt to contact you; if again there is no response from you, we will make a third attempt; If there is no response during this third attempt, you will receive a notification message informing you that you have 24 hours to contact us, if you do not do so, your date will be released **WITHOUT YOUR AUTHORIZATION**. This does not IMPLY THE CANCELLATION OF YOUR DATE, it will only be released like "**AVAILABLE**" for new customers. You can contact us to reschedule your event (check the DATE CHANGE clause) .If you decide NOT to continue with your event, you can request cancellation (check CANCELLATIONS clause) .

5. NOT ALLOWED

GAS TANKS INSIDE THE VENUE

SPARKLERS CANDLES

GLASS BOTTLES IN THE FLOOR

CONFETTI / CONFETTI POPPERS *****PENALTY FEE \$35**

ACRYLIC / CRAFT PAINT

SMOKE MACHINE / SMOKE BOMBS

6. ACCESSIBILITY

Venue access will be allowed up to 15 minutes prior to the event. if additional time is need it, a request should be made seven days prior to the event. additional charges may apply. request may be denied.

at the end of your event our staff will proceed to clean the room. since we have multiple events throughout the day party street will appreciate your understanding and support vacate the room within 15 minutes after your event is over.

food service area should be maintained and cleaned by our customers during and after the event.

7. CAUTION

Venue access will be allowed up to 15 minutes prior to the event. if additional time is need it, a request should be made seven days prior to the event. additional charges may apply. request may be denied.

At the end of your event our staff will proceed to clean the room. since we have multiple events throughout the day party street will appreciate your understanding and support vacate the room within 15 minutes after your event is over.



8. CANCELLATIONS

Any cancellation 48 hours after you have contracted an event represents a penalty. The **DEPOSIT** is not be refundable; in case of a cancellation your **DEPOSIT** becomes a **ADMIN FEE**

** 60 days prior to my event.*

The **ADMIN FEE** will be applied and **PENALTY of 30%** of the total paid after the **ADMIN FEE**. If you do not agree with any of our clauses, you must cancel without 48 hours after you have booked your event and there will not incur into PENALTY COSTS.

Example: \$ 100 deposit + \$ 100 payment + \$ 50 payment + \$ 50 Payment.

You have paid already: \$ 100 DEPOSIT + \$ 200 of payments.

We will take for ADMIN FEE (\$100) and 30% of the payments (\$ 200)

You will receive: \$ 140 for CANCELLATION

** 59-30 days prior to my event.*

The **ADMIN FEE** will be applied and **PENALTY 50%** of the total paid after the **ADMIN FEE**. If you do not agree with any of our clauses, you must cancel without 48 hours after you have booked your event and there will not incur into PENALTY COSTS.

Example: \$ 100 deposit + \$ 100 payment + \$ 50 payment + \$ 50 Payment.

You have paid already: \$ 100 DEPOSIT + \$ 200 of payments.

We will take for ADMIN FEE (\$100) and 50% of the payments (\$ 200)

You will receive: \$ 100 for CANCELLATION

** 29-15 days prior to my event.*

The **ADMIN FEE** will be applied and **PENALTY 80%** of the total paid after the **ADMIN FEE**. If you do not agree with any of our clauses, you must cancel without 48 hours after you have booked your event and there will not incur into PENALTY COSTS.

Example: \$ 100 deposit + \$ 100 payment + \$ 50 payment + \$ 50 Payment.

You have paid already: \$ 100 DEPOSIT + \$ 200 of payments.

We will take for ADMIN FEE (\$100) and 80% of the payments (\$ 200)

You will receive: \$ 40 for CANCELLATION

** There are 14-0 days left for my event.*

The **ADMIN FEE** will be applied and **PENALTY 90%** of the total paid after the **ADMIN FEE**. If you do not agree with any of our clauses, you must cancel without 48 hours after you have booked your event and there will not incur into PENALTY COSTS.

Example: \$ 100 deposit + \$ 100 payment + \$ 50 payment + \$ 50 Payment.

You have paid already: \$ 100 DEPOSIT + \$ 200 of payments.

We will take for ADMIN FEE (\$100) and 90% of the payments (\$ 200)

You will receive: \$ 20 for CANCELLATION

CHANGE MY DATE

You can change your date any time. Date changes are subject to availability. There are not ADMIN FEE but there are other fees that must be covered which will be a % of the total package booked to be able to make change. In case the payment is not make, the date cannot be changed.

*** 60 days or more prior to my event; In order to change the date, you must cover at least 50% of the total package, otherwise the date cannot be changed.

*** Between 59 and 30 days prior to my event; In order to make the change of date you must cover at least 75% of the total package, otherwise the date cannot be changed.

*** Between 29 and 0 days prior to my event; To be able to change the date you must cover 100% of the total package, otherwise the date cannot be changed.



RESCHEDULING FOR CAUSES OUTSIDE THE CUSTOMER NOR THE VENUE

There are causes beyond the control of both parties for which the event could not take accountability. If this is the case affecting your date, the customer AGREES that a change of date will be applied by concept **"RESCHEDULING FOR CAUSES OUTSIDE THE CUSTOMER AND THE VENUE"** and this will not incur in any penalty for the customer or for the venue, a new date must be find(dates subject to availability). If any event is affected in this category, CANCELLATION FEES will not apply.

If you do not agree with any of our clauses, you must cancel without 48 hours after you have booked your event and there will not incur into PENALTY COSTS.

COURTESY CALL

WHEN WILL YOU CALL ME TO CHECK THE DETAILS OF MY EVENT?

Our team will contact you 7-10 days prior to the event to review the details, theme, colors, etc.

Can you call me before?

NO, we work making in the same week of the event to have more detailed information.

CANNOT DEGRADE MY PACKAGE. You can always select upgrade, services and options but you CANNOT degrade any of those. As a company policy, customer can only add more services to their event but you cannot revert the selected package.

If you do not agree with any of our clauses, you must cancel without 48 hours after you have booked your event and there will not incur into PENALTY COSTS.