



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 **(\$ 200.- TWO 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



RULES OF ENGAGEMENT



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: \$ 200 deposit + \$ 100 payment + \$ 50 payment + \$ 50 Payment.

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

We will take for **ADMIN FEE** (\$200) 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: \$ 200 deposit + \$ 100 payment + \$ 50 payment + \$ 50 Payment.

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

We will take for **ADMIN FEE** (\$200) 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**.



RULES OF ENGAGEMENT



Example: \$ 200 deposit + \$ 100 payment + \$ 50 payment + \$ 50 Payment.

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

We will take for **ADMIN FEE** (\$200) 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: \$ 200 deposit + \$ 100 payment + \$ 50 payment + \$ 50 Payment.

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

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

You will receive: \$ 20 for **CANCELLATION**

9.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.

10. 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**.

11. CCOURTESY 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.

12. 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**.



RULES OF ENGAGEMENT



13. NON-VIOLENCE AND NON-DISCRIMINATION POLICY

This policy applies to **EVERYONE** who enters our facilities and personnel who work in this **PARTY STREET** work center. The surveillance and compliance with this policy will be **IN CHARGE OF THE MAIN CUSTOMER** who hires the event, as well as the person in charge on behalf of our company **PARTY STREET**.

Any form of discrimination, mistreatment, and violence between any person or our **PARTY STREET** work team is strictly prohibited in terms of:

- Physical appearance
- Tattoos
- Culture
- Disability
- Sex
- Gender
- Age
- Social, economic, health, or legal conditions.
- Pregnancy
- Marital or marital status
- Religion
- Opinions
- Ethnic or national origin
- Eexual preferences
- Migratory situation

OBJECTIVE

Establish guidelines that promote a harmonized culture for each client and member of the staff and non-discrimination in our **PARTY STREET** facilities, as well as foster an **ENVIRONMENT OF RESPECT AND EQUALITY**, a humanitarian atmosphere of open communication, and a place free of discrimination, sexual harassment and other forms of intolerance and violence.

****Definition of violence:** Any action or omission that causes psychological, physical, patrimonial, economic, sexual harm or suffering, or death, and that can occur in both the private and public spheres. Discrimination shall also be understood as homophobia, misogyny, any manifestation of xenophobia, racial segregation, anti-Semitism, as well as racial discrimination and other related forms of intolerance.

ACTIONS WITHOUT EXCEPTION

1. **Employees who are victims of physical and/or verbal violence in the workplace or witness such violence must immediately report said behaviors to their supervisor on duty, who in turn must report the main client in charge of the event.**

2. **If the act of violence or discrimination occurs for the second time, the supervisor in charge must report the main client again and will have the necessary authority to invite the aggressor to leave the premises.**

3. **If the aggressor does not proceed to leave the premises and the act of violence occurs for the third time, the supervisor in charge will have the full authority to stop the event.**



RULES OF ENGAGEMENT



The **PARTY STREET** company takes all threats of violence very seriously, which is why the company has developed this policy in an attempt to prevent violence in the workplace and to protect employees and anyone within the company. Our facilities, so if said action persists, the supervisor in charge will have the necessary authority to call the corresponding authorities.

ACTIONS CONSIDERED SERIOUS

In the event of any of the following actions, the Supervisor in charge will be free to call the corresponding authorities from the first fault:

1. Intentionally damaging or threatening to damage the property of the Company, a customer, or another person.
2. Making a threat that makes another person fear for their safety.

14. ADITIONAL HOUR.

After 4 hours you can get an additional hour for \$200 (TWO HUNDRED DOLLARS).

15. ALL ITEMS INCLUDING BALLOONS are for rent only.