

## **BOOKING**

When booking an installation for an event with Events by us "EBU", the following document serves as reference to EBU and the Terms & Conditions. EBU highly recommends that all installations be scheduled at minimum, 30 days, however we will accept installation dates as early as 2 weeks prior to the date of your event. If your installation is invoiced \$800 or more, it is mandatory to book 30 days prior to the installation date.

Your event is not officially booked, with the date reserved for your installation, until the entire balance of the retainer fee and the Terms & Conditions are received by EBU . There will be a due date for payments on both the retainer fee and the final payment 10 business days prior to the date of installation, if applicable. For smaller items please contact one of our Creative Directors.

## **RETAINER FEE**

A retainer fee of 50% of the total billed, will be required in order to reserve any date(s). If the amount is not determined at the time the Terms & Conditions is received, the Client will be required to pay a retainer fee of \$100.00. After the balance of the installation is determined, the Client understands they are responsible for paying the remaining balance of the retainer fee, if the total balance billed equals a balance higher than that of the \$100 payment already made. The Client will have 5 days to pay the remaining balance for the retainer fee. If the total balance billed is less than \$100, the order will be considered paid in full, any credit on the account will be refunded to the Client. If the Client wishes to not utilize the services of Events by us, any payments made towards the retainer fee are forfeited and considered nonrefundable.

## **PAYMENTS**

Payments can be made with Debit/Credit Card, Paypal, Venmo, or CashApp. We accept MasterCard, Visa, Discover, Amex. Failure to make the required payment by the given due date may result in any/all of the following:

- Invalidation and removal of any applicable discounts, special promotions, complimentary services, etc.
- The forfeiture of any payments already made.
- The release of event date and time.
- Termination of the contract.

## **RESCHEDULING**

The Client has the freedom to reschedule the installation with a written 7 (seven) day notice. The Client may reschedule for any date within the next 365 calendar days, at the convenience of EBU , without being charged a cancellation fee. The reschedule date is subject to availability. If we are unavailable, the below cancellation policies and fees will apply. We suggest that if the Client needs to reschedule, they include the preferred date to reschedule as well as a second choice, in the event that the first choice is

## **CANCELLATIONS**

The Client has the freedom to cancel at any time without receiving a cancellation fee, so as EBU receives a written notice within 7 days. If a written notice is not received by IC within 7 days of the scheduled installation, the Client will assume a \$100 cancellation fee. Please be aware, any and all payments made towards any of the following, including but not limited to; retainer fee, materials, supplies, labor, etc. will be forfeited and considered non-refundable.

## **CANCELLATION FEES**

\$100 (Avoid by providing, in writing, a request to reschedule within 7 days of the event.)

## **DISPLAY & PROMOTION**

By signing the Terms & Conditions, the Client agrees that EBU may use the decorated display including live recordings and photographs for usage on the official EBU website, including but not limited to social media networks, flyers, billboards, displays, commercials, and any other form of promotional marketing.

All designs/displays installed by EBU are the property of EBU, in return EBU reserves the right to utilize any/all photographs and video recordings as deemed necessary, for promotional use. This also includes any personal photographs or video recordings taken by the Client or the Clients' guests. IC reserves the right to

include the official EBU logo on any personal photographs or video recordings made, from an EBU installation. EBU also reserves the right to refuse to use any photographs or video recordings made by any of the following, including but not limited to; EBU, the Client, the Clients' guests, photographers, videographers, venue personnel, or any other vendors.

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## **REFUNDS**

EBU is an event company specializing in balloon decor installations. Anyone retaining services via EBU will be required to pay a retainer fee based on the size, detail, and value of the installation. This payment is expected to be paid in full prior to any services being rendered to the Client.

No refunds are given for any payments towards the retainer fee, even if the retainer fee is not paid in full.

No refunds are given for any payments made towards the remaining balance of the installation order

regardless of the situation. We understand situations arise that will either require the Client to cancel or reschedule their event, and although we are empathetic to those situations, we are unable to refund any payments made. When we accept an order, we begin working immediately on selecting the best design and decor needed to accomplish our goal, a perfect installation for your event. The retainer fee, retains EBU

for your installation and the remaining balance is used to order any materials, supplies, as well as cover any labor, traveling expenses, etc. As long as a written notification is received by EBU and the cancellations/rescheduling guidelines are followed, we are able to reschedule the installation. Failure to inform EBU by the required time for the cancellation/rescheduling of an installation, may result in any/all of the following:

- The forfeiture of any payments already made
- The release of event date and time
- Termination of the contract
- Cancellation fees

## **REDUCTIONS & CHANGES**

Removing or adding decor to an installation cannot be done after the Terms & Conditions have been signed. A separate order may be placed for any additions the Client wishes to have for the event, however it is at the sole discretion of the Creative Director, whether or not that order is accepted or declined. If the new order is accepted, it will be subject to the entire Terms & Conditions, as stated in this agreement. This includes 50% of the total balance of the order as a retainer fee.