# The Sisters Experience: From Booking to "I do."

## 🌿 Policies & Booking Information

We want your rental experience to feel simple, smooth, and stress-free. Here's everything you need to know before booking with **The Sisters Wedding Co.**:

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### 📅 Booking & Reservations

- A **50% deposit** is required to secure your date and lock in your rentals.
- The remaining balance is due **30 days before your event**.
- Rentals are reserved on a **first-come, first-served** basis.

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### 💖 Rental Period

- Our standard rental period covers your **event day** plus reasonable time for delivery, setup, and pickup.
- If you need the items longer, just let us know — extended rental fees may apply.

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### ✨ Changes to Your Order

- We understand inspiration can strike at any moment! Adjustments to your order can be made up to **10 days before your event**.

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### 🛠 Damage & Cleaning

- Normal wear is expected — but damage, missing pieces, or excessive cleaning may incur additional fees.
    - For items that are damaged or missing, you will be charged the value of the item listed on the contract to the credit card you leave on file.

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The Sisters
WEDDING CO.

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## 🚚 Delivery + Setup Policies

- Delivery, setup, and pickup times will be scheduled one week prior to your event.
- Fees:
  - Local Delivery (within 1 hour from Lynchburg): $50 flat rate.
    - Includes reliable transport of all rented décor to your venue.
  - Setup & Styling Add On: + $100
    - We'll style and place every detail, so your day feels seamless.
    - Includes breakdown & pickup.
  - Breakdown & Pickup: + $50 if standalone pickup service.
  - Outside of 60 miles from Madison Heights, VA: $1.50 per additional mile.
- Someone from your bridal party or planning team must be on site to confirm that the items were received unless you've booked our setup service.

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## ❌ Cancellation Policy

- Cancellations made at least **30 days** before the event will receive a refund of any payments made, minus the deposit.
- Cancellations within 30 days are nonrefundable, but we're happy to offer **credit toward a future event**.

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## ☔ Weather Disclaimer

- Outdoor items should be protected from rain and extreme weather. We'll work with you on backup plans to keep everything safe and beautiful.

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## 💬 Communication

- We are always here to help! Email, message, or call with any questions — we want every detail to feel easy and magical.

WE ARE HONORED TO BE A PART OF YOUR LOVE STORY.