

Sunnyside Experience Terms and Conditions

Proposals and invoices are based on best availability of resources. When resources are not available alternatives will be utilized, which may affect estimated fees. If this occurs, Sunnyside Experience will advise customers in a timely manner. Customers will be given the opportunity to choose an alternative delivery date or opt out of the order without penalty.

A deposit may be required on some orders at the discretion of Sunnyside Experience.

Proposals are based on volume and may result in increase in price if altered. Any reduction must be received no less than 72 business hours prior to delivery / activation / launch.

Customer agrees to use all Sunnyside Experience rental products, equipment and services in a careful and proper manner. Customers agree to return all Sunnyside Experience rental property in the same condition as it was received. Damage to equipment or delay of equipment retrieval due to customer error is subject to penalty.

Style, graphics/messages/branding of equipment vary by market. Sunnyside Experience cannot guarantee any of these elements and cannot provide photos of equipment in advance of an order. Sunnyside Experience guarantees the equipment will be of industry average or better condition.

Credits Circumstances:

- *Late deliveries will be subject to 20% credit, of the delivery fee only, if the delay was caused by driver error.*
- *Late deliveries out of drivers control such as incorrect or incomplete address provided by customer, checkpoint delays, etc. will not result in credit from Sunnyside Experience.*
- *Missing items from catering orders will be subject to 100% credit for the missing item only.*
- *Unsatisfactory catering items will be reviewed by Sunnyside Experience, on a case by case basis, for credit resolution – not to exceed 20% of any specific line item.*
- *Portions details are noted on all orders. It is the responsibility of the customer to determine appropriate portioning for their group and manage portion control. No credits will be provided for food volume/portion issues.*
- *Unopened or unused product cannot be returned for credit.*

All services, including rental equipment and catering are self-serve unless otherwise noted on your invoice. Attendants can be provided at an extra charge (4-hour minimum).

Loss of service due to strike, lockout, fire, flood, riot or other causes beyond the control of Sunnyside Experience shall not constitute a breach of this agreement, customer may be entitled to a pro rata credit for such loss, or an extension of the term of service equivalent to the service lost, at the option of Sunnyside Experience.

Customer shall indemnify and save harmless Sunnyside Experience and its contracted vendors against any liability to which they may be subjected by, including attorney's fees, in defending any such action or actions. Any dispute hereunder must be resolved in King County, Washington, Superior Court, which has exclusive jurisdiction over this matter. Washington law shall apply in all respects to this matter.

We've changed our name! One Hour Parties is now Sunnyside Experience.



866-522-0332

www.sunnysideexperience.com