



Brand Communications & Events

EVENT & ACTIVATION CANCELLATION POLICY

Client understands that upon confirming an event or activation service and/or hire with TR Brand Communications & Events, the service provider is committing time and resources to their event / activation and thus a cancellation would result in lost income and lost business opportunities in an amount difficult to precisely calculate. Therefore, the following cancellation limitations will apply.

CANCELLATION 90 DAYS BEFORE THE EVENT

If the Client requests cancellation 90 days or more before the event, the Client shall receive a full refund for any deposits paid.

CANCELLATION 45 DAYS BEFORE THE EVENT

If the client requests cancellation 45-89 days before the event, the client will be liable for 25% of the total invoice amount.

CANCELLATION 30 DAYS BEFORE THE EVENT

If client requests cancellation 31-44 days before the event, the client will be liable for 50% of the total invoice amount.

CANCELLATION LESS THAN 30 DAYS BEFORE THE EVENT

Event cancellations made within 30 days of the event will result in the client being liable for 100% of the total invoice amount.

*Third party suppliers are also subject to these policies.

All cancellation requests need to be sent in writing to the service provider and acknowledged by the service provider.

Any refunds that need to be paid to the client will be processed within 14 working days.

By paying a deposit to confirm their event, the client agrees to the above terms.