



## Policies & Procedures

### Signature Party Events & Decor

Owner & Operator: Chloe' Henderson

### Booking & Payment Policy

To secure your event date with Signature Party Events & Decor, the following terms apply:

**Retainer Requirement:** A retainer payment is required within 24 hours of the invoice being sent. Payments must be completed via the invoice payment link.

**Invoice Payment Timeline:** Remaining balances are due no later than 14 days prior to the event date.

**Non-Payment & Cancellation:** Invoices not paid in full at least 14 days before the event are subject to cancellation.

**Payment Agreements:** Any exceptions must be documented in writing and are granted solely at the owner's discretion.

**Discretion Clause:** Signature Party Events & Decor reserves the right to approve, deny, or cancel bookings.

### Refund & Cancellation Policy

**Refund Eligibility:** Refunds are issued only if Signature Party Events & Decor is unable to fulfill the order.

**Client Cancellations:** Cancellations must be submitted at least 48 hours prior to pickup or delivery.

**Credits for Future Services:** Eligible cancellations receive a credit toward future décor or Grab & Go services.

**No Cash Refunds:** Client-initiated cancellations do not qualify for monetary refunds. Credits are non-transferable.

### Grab & Go Policy

Grab & Go services are designed for efficient pickup and safe décor transport.

**Vehicle Requirements:** A mid-size SUV or larger vehicle with empty seating is strongly recommended.

**Loading Assistance:** Assistance may be limited due to weather, production schedules, or order volume.

**Client Responsibility:** Improper vehicles may result in delays or forfeiture of items without refund.

Thank you for choosing Signature Party Events & Decor. We look forward to creating a beautiful experience for your event.