

Cancellation Policy

We understand that plans can change. Please review our cancellation policy below before making a booking:

1. Cancellations Made 4 Days or More Before Event Date: You will receive a full refund, minus a \$25 processing fee.

2. Cancellations Made 3 Days Before Event Date: You will receive a 50% refund of your total booking amount.

3. Cancellations Made Less Than 24 Hours Before Event Date: No refunds will be issued. We've reserved this time slot and equipment just for you.

4. Weather Policy:

- If the weather forecast shows unsafe conditions (heavy rain, strong winds, thunderstorms), we allow you to reschedule your booking at no additional cost, subject to availability.
- Alternatively, a full credit will be issued, valid for up to 12 months from your original booking date.

5. No-Show Policy:

- If we arrive for delivery and you are unavailable or the site is not ready, the booking will be considered a no-show, and no refund will be issued.