



CANCELLATION POLICY



1. Objectives and Background

Pilbara Party Hire & Glamp With Me Pilbara is committed to providing the best service in a timely manner. We aim to accommodate your needs.

Unfortunately, when a client cancels without giving adequate notice, it prevents another client from being served. This cancellation policy is used as a way of respecting the time commitment of all involved. It explains the process for requesting a cancellation and the fees applicable. This policy is used in fairness to both our business and the clients who would otherwise have wanted an appointment.

We are implementing a straightforward cancellation policy to be upfront about all the costs you may face when engaging our services.

2. Cancellation Process

We understand situations can arise in which you must cancel your appointment. Due to limited appointment availability, we request that you cancel with adequate notice. This allows us to fill that appointment slot.

You may cancel by contacting us by:

- a) Phone 0457532586; or
- b) Email bookings@pilbarapartyhire.com.au.

We require a minimum of 14 day's notice for cancellation. Please inform us by 6pm, 14 Days prior to your scheduled appointment to notify us of any changes or cancellations.

If no prior notice or the notice given is not provided within the minimum notice period, you will be charged a cancellation fee (see below) for the missed appointment.

Postponing- We would prefer to postpone your booking to a later date rather than completely cancel, so if this is an option please negotiate with our staff so we can work with you on a suitable date for your event to take place on.

3. Late Arrivals

Late arrivals can only be extended to the remaining time of the scheduled appointment. If you are 30 minutes late past your appointment we will have to reschedule/cancel the appointment, which may incur cancellation fee.

4. Cancellation Fee

The cancellation fee is:

- 10% for any cancellation to cover administration costs
- 25 % if cancelled within 14 days prior to the event or
- 50% if notice is less than 7 days.

(b) The cancellation fee will be charged by Credit Card

(c) The cancellation fee may be deducted from any deposit paid for the appointment (if any).

(d) The cancellation fee is the sole responsibility of the client and must be paid in full within 7 Days after invoicing.

5. Acceptable circumstances for waiving cancellation fees

We understand that plans may change due to uncontrollable and external circumstances. Missed appointments can be unintentional or may stem from an emergency, which may result in part or full fees being waived. Having cancellation fees waived require approval from Pilbara Party Hire & Glamp With Me Pilbara.

6. Refund policy

If the notice of cancellation is given 14 Days before the scheduled appointment, Pilbara Party Hire & Glamp With Me Pilbara will refund any deposit that was received to book an appointment.

7. Questions

Our business firmly believes that a good client and business relationship is based upon mutual understanding. Questions about our cancellation policy should be directed to 0457532586.

8. Agreement

By booking with our business and making full payment or deposits you agree to all conditions set out above and understand that you are withholding a spot which prevents us from booking with other potential customers.