

## Terms and Conditions

Due to the high demand for our products and services we require a deposit at the time of reservation and/or booking.

\*\*A deposit of half is due if your total invoice is not paid in full at the time of booking and your final balance is due within ONE week (7 days) of your event. Deposit may be more than half if event date is less than one month from booking and/or Final Balance may be due further in advance depending on the size of the event.

A “REFUNDABLE” security deposit may be required on rentals/equipment. Booking and reservations are considered confirmed once your final quote has been sent to you and deposit or full payment is made. Event dates and/or rental reservations are only secured when deposit is received.

**Rental Requirements:** To ensure/insure the return of rental equipment we require the following: Valid Drivers License/Government issued ID Debit/Credit-Valid card on file (\*\*deposit amount based on rental) DocuSign- All contracts, waivers and Rental Agreements MUST be signed within 48 hours after submitting payment or deposit. If for any reason a card is not on file an additional \$250 security deposit will be charged to the client’s account. All credit/debit cards will be validated and may show a hold on the client’s statement.

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- **Fees-** Square™- There is a Square™ processing fee associated with all payments made via Square™. 7 Event does not collect any funds from this fee as Square™ is a separate entity. Square™ fees are paid directly to Square™.
- **Credit/ Debit-** 7 Event uses Square™ POS for all Credit/Debit card payments. There is a 4% processing fee associated with all Credit/Debit card payments processed via Square™. 7 Event does not collect any funds from this fee as Square™ is a separate entity. Square™ fees are paid directly to Square™.
- **Final Balance-** If final balance is not received as scheduled, a fee will be charged in the amount of 7% of the remaining balance. We reserve the right to cancel services if remaining balance is not received within 48 hours of late fee assessment.

**Refundable Security Deposit-** A “REFUNDABLE” security deposit may be required on rentals/equipment. A refundable security deposit is “REFUNDABLE” if equipment/rentals (All pieces/parts) are returned, operational and are damage free. The refundable security deposit does not serve as the deposit for your reservation/booking.

**Rush/Late/Last minute booking-** Booking or reservations made less than TWO weeks of your event date is considered "late" or

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"last Terms and Conditions minute booking." A \$100 rush/late booking fee will be added to your invoice. Please book at least TWO weeks ahead of your event to avoid late booking and rush fees.

**Delivery/Customer Pick up-** Deliveries, Setup and Breakdown are scheduled/appointed to assure timely setup and service for all clients/events that are booked for that date. Once our staff is in route, if for any reason client chooses to change delivery time client will be charged an additional delivery fee for new time slot. If 7Event members and or staff are delayed from [Scheduled] Delivery-Setup-Breakdown (i.e., Client has not arrived, Client does not know where rentals are to be setup, event runs Terms and Conditions over etc.) after arriving the client will be assessed a Delay of Service Fee (fees are indicated below). Any delivery changes MUST be disclosed 24 hours prior to event date. \*Delivery changes will be based on availability\*

- **Delivery/Setup:** After ten minutes a \$15.00 Delay of Service Fee will be assessed. Fee is assessed per every ten minutes of delay. Delay Of Service Fee will be charged to the client via card on file or deduction from Security Deposit. After 20 minutes, delivery window will be considered missed and client will have to reschedule & pay an additional delivery fee.

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- **Loading/Unloading:** To avoid any charges and/or delayed services ALL loading and unloading zones (i.e., Driveways, Walkway, Streets leading to home or venue etc.) must be clear and accessible for our staff to deliver-setup-breakdown-retrieve all rentals. All vehicles/obstructions must be moved and or relocated **prior** to our arrival. Please note that if there are any obstacles that interfere/delay services there will be a charge. **Failure to notify our staff of any hills and or inclines will still result in a charge upon arrival to the card on file or Refundable Security Deposit.** If there are any hazards present 7Event has the right to refuse service and no refunds will be issued and services will be considered rendered.
- **Break Down/Pick-up:** **When planning and booking an event we encourage our clients to schedule their event start and end time to include the setup and clean up time of the event. Event end times are scheduled as the pick-up times for our staff to retrieve the rentals. Upon arrival our staff will begin collecting rentals and WILL NOT wait for guests to finish partying and/or cleaning up. If that occurs, fees will be assessed.** For every ten minutes past the scheduled event end time that our staff has to wait to collect rentals, a \$15.00 Delay of Service Fee will be charged.
- **Designated areas** and or layout for equipment/rental setup **MUST** be established prior to arrival/delivery. Once our staff has begun setup there will be a **\$50** fee assessed

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for any changes and or moving/rearranging of equipment.

\*Please schedule accurate Event start and end time(s) To avoid fees. \* Please Note: Once Event's staff has arrived and/or began setup and service(s), all services will be considered rendered/completed and there will be no rainchecks, date changes, or refunds.

- **Cleaning Fee-** A cleaning fee can and will be assessed if equipment/rentals are returned with excessive stains, dirt and or food debris left on the equipment/rental(s). Cleaning Fee Starts at \$50 and may increase depending on the extent of cleaning required.

**Date changes:** Date changes should be made no later than one week prior to your [original] event date. New date must be scheduled at least two weeks prior to your [new] event date. Date changes made less than ONE week of your event date will be considered "last minute booking" and will result in a fee of \$100. All new dates are subject to availability. \*Rainchecks: Valid for up to 12 months from original event date. After 12 months, payment/deposit will be fully forfeited (i.e. Original event date: 6/14/17, Raincheck date: on or before 6/14/18). One date change is allowed without penalty. All date changes thereafter will result in a \$50 date change fee.

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**Cancellations:** If you cancel your booking or rental reservation BEFORE 2 (TWO) weeks of your event date you will receive half of your total balance. If only half of your total balance has been paid at that time, it will be fully forfeited. If you cancel your booking or rental reservation within 2 (TWO) weeks of your event date you will receive 25% of your total paid balance. All deposits are NON-REFUNDABLE! Any partial refunds owed will be issued in the form of a check or refunded back to the card used for payment.

- **Refunds:** Once deposit has been received, you have paid to remove that date from the calendar for your event. Deposit is half of total balance. The deposit is NON-REFUNDABLE. If your balance has been paid in full, only HALF of your total balance will be refunded. Any finalized purchases, customized work and travel/delivery fees incurred for your event will be deducted from the refund.
- **Raincheck** requests are optional in order to avoid total loss of deposit (*refer to "Date Changes" policy above*). Please notify us of your decision to postpone, one week prior to your event date. Please confirm your Rain Check Date within two weeks of the new date to ensure availability and avoid a late/last-minute booking fee. If at any time, for any reason you wish to Cancel your Rain Check within the 12-month period, the Cancellations Policy will become effective (*see Cancellations above*). Any company price increases that occur within this timeframe will be applied

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to the invoice for the new date. This applies to, but not limited to delivery fees, booking fees, processing fees, state taxes and after hours fees.

### **Inclement Weather:** 7Event Planning & Promotions LLC.

reserves the right to refuse setup and early removal at any event that has the potential to cause damage to its equipment and/or event attendees. For the safety of our equipment and 7Event affiliates and employees, 7Event Planning & Promotions LLC may refuse to setup equipment due to weather or site conditions which jeopardize safe operation of the rides and/or equipment. If possible, 7Event Planning & Promotions LLC may recommend that you reserve a suitable alternate venue that is indoor for your event such as a church, gym or community center.

- If inclement weather is in the forecast, either the client or 7Event will be notified of the decision to postpone at least 48hrs prior to your event date.
- If wind gusts exceed 7 miles per hour or it starts to rain during your event, immediately STOP the children from bouncing and have them exit the Unit. Turn the blower motor off after the children exit and wait for the weather to subside. Turn the blower back on and dry it off with towels if it is wet.

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- Post setup of any equipment, no refunds/rainchecks will be issued solely due to environmental and/or weather conditions.

**\*\*\* We reserve the right to refuse services for any reason\*\*\***

**NO PERSONAL CHECKS, PREPAID CARDS OR GIFT CARDS  
ACCEPTED! \*\*We reserve the right to retain your security  
deposit if rental equipment is damaged or stolen. ALL SALES  
ARE FINAL!**