



CANCELLATION POLICY

Events hosted, assisted, or staffed by OneTeam Events Marketing LLC may occasionally be canceled when there is insufficient attendance, bad weather conditions, insufficient staff, or by the client's request. If a OneTeam Events Marketing LLC event is canceled, you will be notified by email and/or phone as soon as possible prior to the event and will receive a full refund or credit toward a future event.

OneTeam Events Marketing LLC is not responsible if registered participants appear for a canceled event after a failed attempt has been made to notify them.

CLIENTS/ATTENDEES: If you cancel less than 3 business days before the event, **NO REFUNDS OR RESCHEDULES** will be provided.

CLIENTS/ATTENDEES: If you cancel more than 3 business days before your scheduled event, a **FULL REFUND OR A RESCHEDULE** will be provided.

ATTENDEES and STAFF: As a courtesy, if you are unable to attend an event, and are already past the 3 business days cancellation requirement, please contact OneTeam Events Marketing LLC so we may release your registration to individuals on our waitlist.

SPECIAL EVENT CANCELLATION POLICIES

Special events require a 30% non-refundable deposit, and advance payment in full (100%) is required to complete special event bookings. Cancellation of special events must be made 30 days in advance of the scheduled event. If an event is canceled by the private event planner after the 30-day advance notice period has expired, a refund of 50% will be issued. Special event cancellations made 30 days or more in advance of the event date will receive a 70% refund.

If we believe bad weather conditions will pose a safety concern for your event, we will contact you via email and/or phone call to reschedule. It is highly suggested that the special event

coordinator has a secondary indoor location, should inclement weather happen the day of the event.

If you booked a private event that WE CANCEL due to poor weather conditions, we will do our very best to reschedule. If this is not possible, we will issue a full refund. There is no cancellation fee if OneTeam Events Marketing LLC cancels your party.

If cash payment for an improperly canceled event is past due, 30% interest will be charged every 30-day period past the specific event date. Event dates may not be transferred to another date after payment has been made unless approved prior to the event date by OneTeam Events Marketing LLC.