

## Mini Me Events Policies

By booking Mini Me Events, the customer agrees to abide by the following policies:

### Weather Policy

1. We cannot play or set up in the following conditions, at the sole discretion of Mini Me Events:
  1. Rain or thunder/lightning
  2. Temperatures colder than 40 degrees or hotter than 98 degrees for outdoor events.
  3. Extreme winds
  4. Muddy fields
2. Customers may reschedule their rental at any time for FREE due to these weather concerns up until **3 hours** before their rental start time.
3. If customers choose to get a refund within two weeks of their event date instead of rescheduling, they will receive their payment minus their \$150 deposit.
4. For events with mixed forecasts, if we recommend cancelling and the customer wants to continue, the customer forfeits his/her right to later reschedule or request a refund for any time missed due to weather. We do reserve the right to make the final decision in weather related cancellations, but will defer to the customer's choice for forecasts with small chances of rain.

### Cancellations and Refunds

1. Customers may cancel their reservations at least two weeks before their scheduled date and receive a full refund. We must receive the cancellation notice by phone or email.
2. If customers cancel their reservations within two weeks of their scheduled date, they will receive a refund minus a \$150 deposit.
3. For cancellations made by Mini Me Events due to weather concerns, customers may reschedule for FREE anytime, based on availability, or receive a refund minus a \$150 deposit.
4. Custom orders such as party supplies, lite up balloons, t-shirts, banners in our online shop are final sale and non-refundable. Our shop items will be mailed upon request after purchase before event date.

### Payment

1. To complete a reservation, customers must either pay their full balance upfront or pay a non-refundable \$150 deposit and their remaining balance due two weeks before their scheduled date. For customers who pay upfront, the non-refundable deposit is built into this payment. Exceptions may be made for organizations that require specific payment terms.
2. We reserve the right to charge additional fees dependent on the details and conditions of the rental. We will state any additional fees that apply before the customer books.
3. Payment can be made online by credit card.

## **Additional Policies**

1. Customers will be responsible for securing a venue for their event that meets Mini Me Events' criteria. We reserve the right to modify the customers' rental based on the size and features of the venue, if needed.
2. If customers don't get official approval from the venue for their event and it is cancelled by venue/park staff during the event, Mini Me Events will not reschedule or refund the event. A discount may be applied to a future event.
3. All players must sign a waiver/release before playing. Minors must have their parents/guardians sign for them.
4. Mini Me Events reserves the right to charge customers for the cost of any theft or damage to equipment requiring repairs, replacements, or additional cleaning care, beyond normal wear and tear, caused by the customers' or their guests' misuse or unsupervised use of the equipment.

## **Policies for Brokerage Services**

1. For customers looking to play outside of our service areas, we will try to connect customers with local providers.
2. Mini Me Events searches, contacts, and books local providers on behalf of our customers, with express prior approval from our customers.
3. Mini Me Events will charge customers a deposit to hold their date. The deposit consists of a non-refundable service fee for Mini Me Events and holding deposit for the local provider to reserve the date. Mini Me Events is responsible for paying the local provider their deposit. After Mini Me Events receives the deposit from the customer, the local provider will oversee and be responsible for all remaining actions including billing and collection of the outstanding balance and all aspects related to the event/rental execution.
4. Mini Me Events has no affiliation with any local providers. Mini Me Events may not be aware of local providers' policies, equipment quality, rental management, or any other operations or business practices. Once Mini Me Events connects the customer with the local provider, Mini Me Events is not responsible for and will not be involved in any issues that arise between the customer and local provider including, but not limited to, payment, scheduling, or refund disputes and event/rental quality and execution.