

CANCELLATION POLICY

CANCELLATION FEES

- **CANCELLATION DUE TO WEATHER:** Your Team has **3 months** to re-book, if you choose not to re-book, a **50% Cancellation Fee** will apply due to loss of work.
- **CANCELLATION DUE TO A COVID-19 SHUTDOWN OF YOUR BUSINESS AND/OR SUBURB, THAT HAS BEEN ENFORCED BY THE STATE OR FEDERAL GOVERNMENTS ONLY:** Your Team has **3 months** to re-book from the time that the Lock Down is lifted in your Suburb. If you choose not to re-book, a **50% Cancellation Fee** will apply due to loss of work. Also, if your Team decides that it is not safe to continue the booking due to Company Policy or personal reasons even though your Business and/or location of Event is not under any restrictions that requires the Event not to proceed, then a **50% cancellation Fee** will apply.
- **CANCELLATION WITHIN 2 MONTHS OF BOOKING DATE:** A **50% Cancellation Fee** will apply due to loss of work. We have yet to charge a 50% cancellation fee and have this listed as a safeguard to protect ourselves from misuse of the cancellation policy.

Please note that when re-booking in the event of Weather and/or Covid forced Cancellations, no fee is charged on the 1st Occurrence. It is to the discretion of Aussie Inflatables if we decide that a fee will be charged where multiple cancellations have occurred.

WET OR SEVERE WEATHER

- In the event weather conditions are forecast as potentially severe, Aussie Inflatables reserves the right to **rain check or cancel reservation**.
- In the event weather conditions are forecast as potentially severe, Aussie Inflatables requires customers to provide a **minimum 24-hour notification** of customer cancellation due to Wet or Severe Weather. Customer is then required to re-book within 3 months of original date of Booking, or a **50% cancellation fee** will then be charged.
- Once Aussie Inflatables Staff have **arrived on-site**, Units/Products Hired will be considered Rented & subsequently non-refundable.
- Upon Installation of Unit, Units will be considered rented and subsequently non-refundable.
- In the event weather conditions mean that it is unsafe for Aussie Inflatables to setup the Product/s Hired (**severe Wind, Rain or Dangerous Weather Conditions**), Aussie Inflatables reserves the right to rain check or cancel reservation. A **50% Cancellation Fee** will apply due to loss of work.
- This policy is limited to justifiable weather cancellations only and does not apply to any other reason for customer cancellation.