

AUSSIE INFLATABLES

CANCELLATION POLICY

CANCELLATION FEES

- **CANCELLATION DUE TO WEATHER AND/OR OTHER UNPREVENTABLE CIRCUMSTANCES:** 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 WITHIN 2 MONTHS OF BOOKING DATE:** A **50% Cancellation Fee** will apply due to loss of income. We have yet to charge a 50% cancellation fee for this reason but have this listed as a safeguard to protect ourselves from misuse of the cancellation policy.

PLEASE NOTE, IF CLIENT IS A SCHOOL OR SPORT CLUB, WE DO OFFER THE BELOW ALTERNATIVES IF A CANCELLATION IS UNPREVENTABLE (SEVERE WEATHER, CONSTRUCTION WORKS ETC)

- **SCHOOL** – Your Team can book in the following **Term/1st Term of New Year** if end of Year Booking. Please note that if re-booking, **we do not re-schedule for the last 2 weeks of any Term** due to the fact this a high demand time and would result in loss of income.
- **SPORTS CLUB** – If your Team has booked for a Sport Presentation Day and Booking has been cancelled due to Weather, we do understand that it can be difficult to re-book as the Season has finished. We do allow your Club to re-book at the beginning of your New Season but **cannot use the Deposit to re-book for end of year Presentation Day.**

Please note that when re-booking in the event of a forced Cancellation, 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 due to potential loss of income

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.
- 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.

IF AUSSIE INFLATABLES STAFF HAVE ARRIVED ON SITE AND CANNOT SETUP DUE TO WEATHER ISSUES, SITE ISSUES (NO ACCESS, NO POWER ETC), PLEASE NOTE THE FOLLOWING

- Once Aussie Inflatables Staff have **arrived on-site**, Units/Products Hired will be considered Rented & subsequently non-refundable.
- Upon Installation of Unit/s, Units will be considered rented and subsequently non-refundable.

It is the responsibility of the Client to make sure that they understand the above Policy and if they have any concerns, to contact our Team ASAP. They must also be responsible to make sure that there are no Access (to site or Power) issues on day of the hire. For more information regarding this, please check out the following link on our website: <https://aussieinflatables.com.au/about-delivery/>