

Cancellation and Refund Policy

We appreciate your interest in our services and events. To ensure a fair and equitable process for all our clients, we have established the following cancellation and refund policy:

Cancellations:

- Any type of cancellation by the client does not include reimbursement.
- Only cancellations made within the first week of the initial deposit will be considered for a 75% refund of the total event cost.
- Any communication requesting a cancellation, received before the start of the scheduled event will be considered a valid cancellation request.

Refund Procedure:

- The refund procedure in case of non-compliance with the invoice will be carried out under the investigation of the company's specialized team.
- All requests for refund must be made under a signed agreement “**Refund letter**” to process the refund. This must be signed and sent to our customer service team.
- Refunds will be processed within 24 to 48 business hours after receiving the cancellation request.

Exceptions:

- In exceptional situations, such as medical emergencies or natural disasters, a change in the date of the event will be considered, that is, there may be a rescheduling of the event to a date in the future, depending on the availability of our agenda.
- To request an exception, please contact your event planner as soon as possible.

Modifications and Changes:

- If you need to modify your reservation instead of canceling it, we will do our best to accommodate your new preferences, subject to availability. However, any changes are subject to our availability policy and may incur additional fees.

Timely Notification:

- We kindly inform you that any modifications to the Customer package content must be requested at least 30 days prior to the event date. Package modifications and rescheduling requests submitted within this timeframe will be processed at no additional charge.

By accepting our services and booking an event with us, you automatically agree to the terms and conditions of our cancellation and refund policy.

We appreciate your understanding and cooperation in this matter. If you have any questions or need further information, please do not hesitate to contact our customer service team. We are here to assist you.

Terms and Conditions:

- Any menu selection or change can be made up to 30 days before the day of the event. Each guest will receive an estimated portion of the general food. When paying for the reservation, the client will receive a contract that must be signed by the client.
- If there is an upcoming event, changes can only be accepted up to 30 days before the event.
- Any type of cancellation by the client does not include reimbursement.

Creations & Creation LLC


