



BalanceNrenew LLC  
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[support@balancenrenew.com](mailto:support@balancenrenew.com)

## FAQ

Please note: Caterers and Event Planners are committing time and resources to every event. Therefore, the following cancellation policies apply:

### **Event Planning Cancellation Policy**

If the event is canceled more than 30 days before the scheduled date, a 10% booking charge will be deducted from the total.

If the event is canceled within 30 days of the scheduled date, the client signing the contract is liable to pay 25% of the balance.

In the event that you cancel within the 30-day time frame, you may reschedule the event once.

### **Written Notice of Cancellation Required**

Additionally, for a cancellation to be deemed official, a contract agreement must be signed by both parties. Failure to submit a written notice of cancellation will result in a bill for the total agreed amount sent to the client.

### **Inclement Weather Policy**

Events canceled due to weather can be rescheduled once if no service has been rendered. Events rescheduled due to weather are subject to a 10% service fee.

If this is a "Rain or Shine" event, every effort will be made to continue the event in another location provided by the client. However, safety is paramount in all decisions.

BalanceNrenew's compensation is in no way affected by inclement weather.

### **Customer Satisfaction**

Your satisfaction is extremely important to BalanceNrenew. If you are not fully satisfied with our service, please contact us to discuss your concerns. In some cases, a refund may be deemed necessary.

### **Catering Policy**

An order may be canceled with no charges up to seven full business days before the event. Cancellation of services made less than seven full business days before the event is charged 35% of the contract. Cancellation of services rendered less than two full business days of the event will be charged 100% of the contract. All events require a 50% deposit. Additional charges for changes or add-ons are added to the balance. Under some circumstances, a payment plan may be utilized.



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Balance is due two days before the event

If there are any issues with payments, please let us know in advance, moreover, we will try to accommodate most circumstances.

The preferred method of payment:

- \* Payment via PayPal
- \* Major credit cards
- \* Payment with cash
- \* Payment via online bank transfer

All unused services expire six months after purchase.

Please carefully review the policy, if there is an area you are unclear about please call or email us before purchasing service.

Once service is completed, no refunds will be given.

If you are not completely satisfied with the service, we will try our best to resolve the issues.

Please report issues within 48 hours of service.

Any additional cost is advised in advance.

All Refunds are processed to the original form of payment.

Cash refunds must be requested immediately.

Online and electronic payments are taxed 5% (a minimum of .25cents and a maximum of \$15)