

Cancellation & Refund Policy

Cancellation & Refund Policy:

Deposits: Deposits are nonrefundable. We commit to supplying the items reserved with a deposit. From the time of payment of a deposit we make the items unavailable for any other clients and refuse bookings based on our commitment to the requirements of your event booking. This includes but is not limited to event and venue rentals. Where we book items from third party vendors on your behalf then any additional conditions required by them shall become part of this policy.

Exceptions: Events which include only décor and/or catering will be eligible for refunds minus a 10% Admin fee plus any costs incurred by Pangroove Entertainment Inc in acquiring items for the booking, provided that the cancellation occurs at least 120 days before the event date.

Any event that required a service agreement contract will be subject to the terms of that agreement and not the terms outlined herein.

Event Rentals not including venue:

(a) Should it become necessary for Client to terminate the Agreement, and the event date is greater than ninety (90) days, Pangroove Entertainment Inc. shall be entitled to retain Deposit plus any and all expenditures to date, including but not limited to contracted labor, special orders, rentals and/or proposal/invoice/invoices costs, plus 20% of booking value.

(b) If Agreement is terminated within thirty (30) days of the event Pangroove Entertainment Inc. shall be entitled to deposit plus 40% of booking value and seek any additional losses including but not limited to contracted labor, special orders, rentals and/or proposal/invoice/invoices costs.

(c) If an Agreement is drawn within five (5) working days of the event, Client agrees to pay full event costs per bid

Should the event be cancelled by Pangroove Entertainment Inc., Where cancellation occurs due to conditions beyond the control of the company such as natural disasters or national emergencies or war Pangroove Entertainment Inc. will fully refund 50% of any deposit within ten (10) working days of the date of cancellation. Where conditions are unsafe but do not meet the definition above a cancellation is not deemed to have occurred. Pangroove Entertainment Inc will always place safety of the client's guests and the public above all other concerns. Where we deem it unsafe by reasonable standards we will not set up equipment that will cause a danger to property or persons. The client bears responsibility for providing a safe environment and Pangroove Entertainment Inc. will not incur losses due to the client's failure in this regard. Where appropriate, we will work with the client to find reasonable alternate solutions including the option of rescheduling. Client will be responsible for any additional costs to us in this regard.

Where cancellation occurs other than the above, Pangroove Entertainment Inc. will fully refund any deposit within ten (10) working days of the date of cancellation. If event is within thirty (30) days, Pangroove Entertainment Inc. will reimburse or pay to Client the invoiced difference in costs and expenses that have been incurred by the Client paid to an alternative provider or providers based upon the total proposal/invoice bid. Pangroove Entertainment Inc and client shall make reasonable efforts to mitigate damages and obtain substantially similar services. Pangroove Entertainment Inc.'s

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responsibility is limited to items covered in the last accepted proposal/invoice/invoice by Client. Any additional items are at Client's expense.

Catering/decorating Events:

(a) Should it become necessary for client to terminate the Agreement, and the event date is greater than ninety (90) days, Pangroove Entertainment Inc. shall be entitled to retain any and all expenditures to date, including but not limited to contracted labor, special orders, rentals and/or proposal/invoice/invoices costs.

(b) If Agreement is terminated within ninety (90) days of the event, Pangroove Entertainment Inc. shall be entitled to retain deposit and seek any additional expenditures to date, including but not limited to contracted labor, special orders, rentals and/or proposal/invoice/invoices costs.

(c) If Agreement is terminated within thirty (30) days of the event Pangroove Entertainment Inc. shall be entitled to retain any deposit paid and seek any additional losses including but not limited to contracted labor, special orders, rentals and/or proposal/invoice costs.

(d) If an Agreement is drawn within Seven (7) days of the event, client agrees to pay full event costs per bid

Should the event be cancelled by Pangroove Entertainment Inc., Pangroove Entertainment Inc. will fully refund any deposit within ten (10) days of the date of cancellation. If event is within thirty (30) days, Pangroove Entertainment Inc. will reimburse or pay to Client the invoiced difference in costs and expenses that have been incurred by the client paid to an alternative provider or providers based upon the total proposal/invoice bid. Client shall make reasonable efforts to mitigate damages and obtain substantially similar services. Pangroove Entertainment Inc.'s responsibility is limited to items covered in the last accepted proposal/invoice/invoice by client. Any additional items are at client's expense.

Events at our venue Sugarland Gardens:

Pangroove Entertainment Inc normally permits one event per day at Sugarland Gardens and hence there are additional special conditions as outlined below.

(a) Should it become necessary for client to terminate the Agreement, and the event date is greater than 6 Months, Pangroove Entertainment Inc. shall be entitled to retain deposit and any and all expenditures to date, including but not limited to contracted labor, special orders, rentals and/or proposal/invoice/invoices costs.

(b) If Agreement is terminated within ninety (90) days of the event, Pangroove Entertainment Inc. shall be entitled to retain Deposit plus twenty-five percent (25%) of booking value and seek any additional expenditures to date, including but not limited to contracted labor, special orders, rentals and/or proposal/invoice/invoices costs.

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(c) If Agreement is terminated within thirty (30) days of the event Pangroove Entertainment Inc. shall be entitled to retain any deposit paid plus 60% of booking value and seek any additional losses including but not limited to contracted labor, special orders, rentals and/or proposal/invoice/invoices costs.

(d) If an Agreement is drawn within five (7) working days of the event, client agrees to pay full event costs per bid

Should the event be cancelled by Pangroove Entertainment Inc., Where cancellation occurs due to conditions beyond the control of the company such as natural disasters or national emergencies or war Pangroove Entertainment Inc. will fully refund 50% of any deposit within ten (10) working days of the date of cancellation. Where conditions are unsafe but do not meet the definition above a cancellation is not deemed to have occurred. Pangroove Entertainment Inc will always place safety of the client's guests and the public above all other concerns. Where we deem it unsafe by reasonable standards we will not set up equipment that will cause a danger to property or persons. Where appropriate, we will work with the client to find reasonable alternate solutions including the option of rescheduling.

Where cancellation occurs other than the above, Pangroove Entertainment Inc. will fully refund any deposit within ten (10) working days of the date of cancellation. If event is within thirty (30) days, Pangroove Entertainment Inc. will reimburse or pay to Client the invoiced difference in costs and expenses that have been incurred by the Client paid to an alternative provider or providers based upon the total proposal/invoice/invoice bid. Pangroove Entertainment Inc and client shall make reasonable efforts to mitigate damages and obtain substantially similar services. Pangroove Entertainment Inc.'s responsibility is limited to items covered in the last accepted proposal/invoice/invoice by Client. Any additional items are at Client's expense.

Catering Events:

It is our goal to offer the highest quality in food and service to our clients. Your assistance is very much appreciated by giving us as much notice as possible for all your catering needs. We also realize changes and cancellations are unavoidable, yet they are costly to our operation. We ask that all orders for the following day be placed by 12:00 noon. Orders after that time may have a 10% service charge added. We will also not accept cancellations after 12:00 pm for catering the following day. The policies for major contract events will be governed by the contract agreement.