

Petals Events Cancellation Policy

At Petals Events we take pride in preparing high-quality balloon displays and decorations tailored to each client. Due to the custom nature of our work and the time invested in planning, materials, and preparation, we enforce a strict cancellation policy:

All Orders – General Terms

- A non-refundable deposit of 50% is required at the time of booking to secure your date.
- No order is confirmed until the deposit is paid.
- The remaining balance must be paid no later than 7 days prior to the event.

Cancellations

More than 14 days before your event:

- Deposit retained.
- Any additional payment beyond the deposit will be refunded.

7–13 days before your event:

- 75% of total order amount is non-refundable.
- If full payment was made, a 25% refund will be issued.

Less than 7 days before your event:

- No refunds. No exceptions. This includes cancellation due to illness, changes of mind, or scheduling conflicts.

Rescheduling & Postponements

- Rescheduling is allowed once only, and must be requested at least 7 days prior to the event.
- Reschedules are subject to availability and may incur additional fees if supplies or labor costs increase.
- Rescheduling within 7 days of the event is treated as a cancellation.

Weather, Venue Issues, and Force Majeure

- We are not responsible for cancellations due to weather, venue issues, or personal circumstances.
- Refunds will not be issued in these cases.
- If rescheduling is possible, we'll do our best to accommodate, but cannot guarantee availability.

Custom Items

- All custom orders (names, logos, special colours) are 100% non-refundable once materials have been ordered or production has started.

By placing an order, you agree to this cancellation policy in full.

We appreciate your understanding and professionalism.