

KUKUA KREATES

Policies & Terms

1. BOOKING & PAYMENT

- A NON-REFUNDABLE DEPOSIT OF **30%** IS REQUIRED TO SECURE YOUR BOOKING.
- THE REMAINING BALANCE IS DUE **7 DAYS** BEFORE THE EVENT FOR STANDARD BOOKINGS AND **14 DAYS** BEFORE THE EVENT FOR WEDDINGS.
- PAYMENTS CAN BE MADE VIA [ZELLE/ CASHAPP].

2. CANCELLATIONS & REFUNDS

- CANCELLATIONS MADE **14 + DAYS** BEFORE THE EVENT WILL RECEIVE A REFUND EXCLUDING THE DEPOSIT.
- CANCELLATIONS MADE LESS THAN **14 DAYS** BEFORE THE EVENT ARE NON-REFUNDABLE.
- IF KUKUA KREATES CANCELS DUE TO UNFORESEEN CIRCUMSTANCES, A FULL REFUND WILL BE ISSUED.

3. RESCHEDULING

- CLIENTS MAY RESCHEDULE ONCE AT NO CHARGE IF REQUESTED AT LEAST **14 DAYS** BEFORE THE EVENT.
- RESCHEDULING WITHIN **14 DAYS** OF THE EVENT MAY INCUR A **\$85** RESCHEDULING FEE.

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4. VENUE & SETUP REQUIREMENTS

- THE CLIENT IS RESPONSIBLE FOR SECURING THE EVENT VENUE AND ENSURING ACCESS FOR SETUP/TAKEDOWN.
 - IF THE VENUE HAS DÉCOR RESTRICTIONS, THE CLIENT MUST NOTIFY KUKUA KREATES IN ADVANCE.
- ANY DELAYS CAUSED BY VENUE RESTRICTIONS OR LACK OF ACCESS MAY RESULT IN ADDITIONAL CHARGES.

5. DAMAGE & LIABILITY

- CLIENTS ARE RESPONSIBLE FOR ANY DAMAGES TO RENTED OR PROVIDED DÉCOR.
 - KUKUA KREATES IS NOT LIABLE FOR ACCIDENTS, INJURIES, OR VENUE-RELATED ISSUES BEYOND DÉCOR SERVICES.
- IF EXTREME WEATHER OR UNFORESEEN CIRCUMSTANCES IMPACT OUTDOOR EVENTS, WE WILL OFFER ALTERNATIVE DÉCOR SOLUTIONS WHEN POSSIBLE.

6. ADDITIONAL FEES

- EVENTS OUTSIDE OF [YOUR SERVICE AREA] MAY REQUIRE A TRAVEL FEE BASED ON DISTANCE.
- LAST-MINUTE CHANGES (**WITHIN 7 DAYS**) MAY INCUR ADDITIONAL FEES DEPENDING ON THE REQUEST.
- LATE PAYMENTS MAY RESULT IN A **\$50** LATE FEE AND POTENTIAL CANCELLATION OF SERVICES.

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7. CLIENT RESPONSIBILITIES

- THE CLIENT MUST COMMUNICATE THEME, COLORS, AND EVENT DETAILS AT LEAST **14 DAYS** BEFORE THE EVENT TO ALLOW FOR PROPER PLANNING.
- CLIENTS SHOULD CONFIRM THE FINAL GUEST COUNT FOR WEDDINGS AND LUXURY PACKAGES AT LEAST **21 DAYS** IN ADVANCE.

8. PHOTOGRAPHY & MARKETING

- KUKUA KREATES RESERVES THE RIGHT TO PHOTOGRAPH EVENT SETUPS FOR MARKETING PURPOSES.
- IF YOU PREFER NOT TO HAVE YOUR EVENT SHARED, PLEASE NOTIFY US IN WRITING BEFORE THE EVENT.

9. CONTACT & COMMUNICATION

- ALL COMMUNICATION SHOULD BE DONE VIA [YOUR PREFERRED CONTACT METHOD].
- RESPONSE TIME IS TYPICALLY WITHIN **24-48 HOURS** UNLESS OTHERWISE STATED.

WEDDING POLICIES

- A **30%** NON-REFUNDABLE DEPOSIT IS REQUIRED TO SECURE THE DATE.
- **50%** OF THE TOTAL BALANCE IS DUE **60 DAYS** BEFORE THE WEDDING TO COVER CUSTOM DECOR AND MATERIALS.
- REMAINING BALANCE IS DUE **14 DAYS** BEFORE THE WEDDING. CANCELLATIONS WITHIN **60 DAYS** ARE NON-REFUNDABLE.
- RESCHEDULING WITHIN **60 DAYS** MAY INCUR ADDITIONAL FEES.