



Reservation/Cancellation & Refund Policy

Updated – 01/04/2020

Reservation Policy

1. Reservations are confirmed upon payment receipt of 20% deposit requirement.
2. No reservations or commitment of services are confirmed unless the deposit requirement is fulfilled and funds are received.
3. All payments are to be completed electronically unless agreed otherwise and confirmed in a written, electronic format.
4. Payment in FULL is required a minimum of 5 business (7 calendar) days prior to the event date. That date is considered the 'Due Date'.
5. Failure to provide payment in full within 48 hours past the 'Due Date', will result in an automatic cancellation of the event.

Cancellation & Reschedule Policy

1. Cancellation of an event paid in full within 30 days of the event date can be rescheduled to a later time without any applicable fees. No refunds are processed.
2. Cancellation of an event within 90 days of the event date will forfeit the 20% deposit payment applied to reserve the date.
3. Cancellations of an event outside and greater than 90 days of the event date will result in the reimbursement of the 20% deposit payment.
4. After 6 months from the original event date all payments applied are forfeited.
5. Rescheduling of an event is dependent on the availability of the caterer and a date have to be mutually agreed.

Refund Policy**

1. Refunds of deposit payments are NOT offered if the event date is within 90 calendar days.
2. Refunds of deposit payments are offered if the event date is outside and greater than 90 days of the original event date scheduled.
3. Payments in Full are NOT refundable. The caterer will offer a free re-schedule for up to 1 Year from the event date at NO extra cost.
4. Refunds cannot be provided to any payment forms other than the payment option originally received at the time of booking the caterer.
5. NO refunds will be offered for cancellations based on post decision dissonance due to natural disasters, health epidemics, loss of life, global virus outbreaks of any kind or similar scenarios.
6. NO refunds will be offered if the venue or event space is canceled due to low attendance or no-show.

**Note, refunds are to the sole discretion of GOT PAELLA. Although an event may be cancelled or rescheduled, GOT PAELLA reserves the right to allow consulting and coordinating when or if determined to allow for a cancellation or refund of any amount or for any reason