

What is your Cancellation Policy?

Our full cancellation policy is described and explained in detail on our **Order Confirmation Form**. However, it can be summarized in a nutshell as follows:

Cancellation Policy (abbrev): Any cancellation must be in writing. The deposit is refundable in full if written notification is received at least 14 Working days before the event. A portion of the deposit may be refundable, but can only be determined once a replacement booking is achieved and any direct costs for product or labour have been incurred (on Custom Orders).