

# Songbirds N Soulmates Wedding and Event Planning LLC Refund Policy

## Overview

At Songbirds N Soulmates Wedding and Event Planning LLC, we are committed to delivering exceptional service to make your special day unforgettable. We understand that sometimes plans may change, and we strive to accommodate our clients' needs as smoothly as possible. Our refund policy outlines the terms and conditions regarding cancellations and refunds.

## Cancellation and Refund Policy

### Initial Deposit

- **Non-Refundable Deposit:** To secure your event date, a non-refundable deposit of 25% of the total service fee is required upon booking. This deposit ensures that your date is reserved exclusively for you.

### Cancellation by Client

- **Cancellation Up to 90 Days Before Event:** If you cancel your event at least 90 days prior to the scheduled date, you will be eligible for a refund of any payments made beyond the non-refundable deposit.
- **Cancellation 89 to 30 Days Before Event:** For cancellations made between 89 and 30 days prior to the event, 50% of the total service fee is refundable, excluding the initial deposit.
- **Cancellation Less Than 30 Days Before Event:** Cancellations made less than 30 days prior to the event are not eligible for a refund, as we have already allocated resources and time to your event.

### Rescheduling

- **Rescheduling Policy:** If you wish to reschedule your event, we will make every effort to accommodate your new date, subject to availability. The initial deposit will be applied to the rescheduled date. If the new date is unavailable, the cancellation policy will apply.

### Cancellation by Songbirds N Soulmates

- **Refunds for Our Cancellations:** In the unlikely event that Songbirds and Soulmates must cancel the event due to unforeseen circumstances, a full refund, including the deposit, will be provided.

## Additional Information

- **Force Majeure:** Refunds or rescheduling due to natural disasters, government restrictions, or other unforeseen events beyond our control will be evaluated on a case-by-case basis.
- **Communication:** All cancellations or rescheduling requests must be submitted in writing to ensure clarity and documentation.
- **Contact Us:** If you have any questions or require further clarification regarding our refund policy, please feel free to contact us. Our team is here to assist you.

Thank you for choosing Songbirds N Soulmates Wedding and Event Planning LLC. We look forward to making your event a memorable experience!