



POLICIES AND FAQ'S

HOW DO I MAKE A RESERVATION?

Contact Debora for a free consultation at (502) 209-9651, e-mail her at info@butterflywishevents.com.

Reservations are on first come, first serve basis. Linens will only be reserved upon receipt of a signed contract and deposit. We cannot allow rentals to be picked up without a signed rental agreement and full payment. There is an additional \$50 deposit fee for rentals where Butterfly Wish Events is not hired to decorate and pick up. This deposit is refundable when all linens and centerpieces are returned without damage. Weddings may be scheduled up to 1 year in advance. We do not hold dates unless a deposit has been made.

PAYMENT

Wedding rentals require ½ down deposit from your total amount. Final payment amount will be due 30 days prior to the event. At this time, adjustments, if any, will be made to reflect your balance. These amounts do not include any required damage fees or amounts due resulting from loss of goods. Payment can be made via Paypal (3% fee applies), check, money order, or cash. Please note a \$35 fee will be charged for all returned checks. All rentals must be returned within 3 days of an event. If linens are picked up Friday, they must be returned by Monday. A \$25 fee will be charged for each additional day after that, unless prior arrangements have been made and approved by Butterfly Wish Events. *If you need to cancel your event for any reason and Butterfly Wish Events began preparations, we cannot issue a refund.*

BEFORE EVENT

Butterfly Wish Events will decorate your event at any location you choose. If the venue is far from where we can unload, extra fees may apply as we do carry heavy items.

We will drop off and set up before your event and pick up the day after. For weddings we will set up at the time given by client and we can set up the night before if permitted by your venue.

WHAT CITIES DO YOU TRAVEL TO?

There will be no extra charge to travel to your location round trip that is within the Shelby County 40065 area code. If you are not in the Shelby County area there will be a delivery fee for travel beyond Shelby County round trip. This charge is necessary to cover the extra gas, time and vehicle wear and tear. Mileage is determined via our GPS. If we are delivering, count and check your items upon unpacking. Please contact us at that time if there are any discrepancies so we can resolve the issue immediately.

WHAT DAYS ARE YOU AVAILABLE?

We decorate events on Friday nights, Saturdays and Sundays only. Rentals are to be picked up Friday evenings unless you've come to an agreement with Butterfly Wish Events and are needed on Thursday.

CANCELLATIONS, RESCHEDULING & REFUNDS:

We strive our best to work with you when rescheduling occurs, however, it is based on availability. We must receive 30 day notice to reschedule your event. Your deposit will be applied towards the cost of the new scheduled event if held within 90 days of the original event date. Butterfly Wish Events recognizes that plans can and do change, sometimes on short notice. If there is a change in client's plans, cancellation or postponement of the event, Butterfly Wish Events will take reasonable steps to book a substitute event or events and/or make other alternative arrangements. In the event, however, Butterfly Wish Events is unable to do so, in whole or in part, we reserve the right to retain up to any and all amounts. *If you need to cancel your event for any reason after Butterfly Wish Events began preparations, we cannot issue a refund. Please be aware that Butterfly Wish Events may begin preparations immediately after booking your slot.*

CHANGES

Finalized counts, colors, materials etc. must be decided upon at least 30 days prior to your event date, any last minute changes will also result in a charge if item is already rented or needs to be ordered to suit your event needs.

WHAT IF THERE IS BAD WEATHER OR ILLNESS?

In case of bad weather, serious illness or other unforeseen emergencies, Butterfly Wish Events reserves the right to find substitute staff, companies, and/or subcontractors, to conduct the event. If Butterfly Wish Events is unable to conduct the event set forth in this Agreement, we may terminate this Agreement and will refund all monies to the client.

CANDY AND DESSERT BUFFET

Butterfly Wish Events shall not be responsible for food contamination, allergies or illness resulting from food contamination where it is not the sole provider of food for the Event. Butterfly Wish Events partners with bakery's to provide yummy desserts for your event and will not be held responsible for any food contaminations or allergies that may arise from these businesses.

FINE CHINA RENTALS

No fruit punch drinks or colas are allowed nor used on our fine china tea sets. Apple juice, tea, sprite and pink lemonade are fine. Please ask if you need ideas of what food would be appropriate. We reserve the right to refuse certain food items that may damage any of our property.

DAMAGE OF PROPERTY:

We understand accidents happen. However, the client will be held responsible for excessive damage sustained to linens, and any property of Butterfly Wish Events. A \$15 *Fee will apply* if linens and charger plates are returned with gum, pen marks, pieces of food and cake and rose petals. All linens that are badly stained, torn, damaged beyond use, molded, damage from candle wax or missing will result in the following charges. All candles must be on a candleholder and no candle is to be set directly on any linen, doing so may cause *you* forfeit your deposit no exceptions! Chocolate fountains and other greasy foods are to be set on a dish or plastic to avoid staining the linens. There is an additional charge of \$15.00 for all linens, centerpieces, equipment, etc. returned without the original storage container, hangers, bubble wrap, etc. Linens should be placed in either trash bags or back on original hangers. China plates and teacups are used for the Tea parties. There will be a charge of \$15 for each cup broken, \$5.00 per saucer broken, \$5.00 per plate broken. There will be a \$10-15 charge for all linens that have tears or permanent stains. Centerpieces will have a \$5- \$100 approx. charge for broken vases or lost property. Broken charger plates will have a fee of \$2-\$5. All specialty linens will have a fee of \$20 or more for permanent damages. Client will be responsible for all lost items or damages and will be charged full item price on all our rentals. Please DO NOT wash any of our linens and only rinse our fine china tea sets.

PARKING

We request that events be held on the 1st floor unless you are hosting it at a hotel. If the site is not ready or accessible when the crew arrives, or if equipment cannot be dropped directly on site extra handling involved the client may be charged an additional fee.

CLIENT OBLIGATIONS

Please provide:

Tables with appropriate seating for your guests. We do not rent tables and chairs. Please have all tables and chairs set up, as you would like them to be in your venue before we arrive. There will be a \$50 per hour fee for time waited until all is set up or venue is open for us to decorate.

PHOTOS/ VIDEO

All photos or videos taken by our company are the sole ownership of Butterfly Wish Events and we may use them for promotional purposes on our website, print ads or publications. We always respect our clients' privacy and for this reason, your personal information will not be disclosed to third-parties.

If a request is made for client not to be photographed, it will be honored.

DISCLAIMER

All prices are subject to change without previous notice. The client understands and agrees that the liability of Butterfly Wish Events for any expenses, claims, damages, medical expenses or lawsuits arising that are event related and is limited to the total amount of the event cost.

Butterfly Wish Events has provided this account of our policies and terms of service with the assumption that you have read and agreed to our policies before signing the contract. Please feel free to call us if you have any questions before signing your event contract.

You must read the entire policies pages and the FAQ"S and then Download the following contract stating that you agree with the policies that we have listed on our website, fill it out, sign it and then you need to mail the contract together with the deposit. We will give you an address once we have agreed upon a date and time for the event.



CONTRACT

We thank you for choosing Butterfly Wish Events. We look forward to serving you!

I have read and agree with the Policies found on www.Butterflywishevents.com

Client Signature: _____

Print Name: _____

Date _____

Total Pages of policies read: _____

Print this contract and mail it together with the deposit to: Debora Garcia Memo:
Butterfly Wish Events (please contact us and we will provide you with the mailing
address)

(502) 209-9651