



B-AMONG EVENTS & DÉCOR BOOKING, PAYMENT, CANCELLATION & REFUND POLICY

Business: B-Among Events & Decor

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Email: services@bamongevents.com

Website: www.bamongevents.com

Version: 1.0

1. PURPOSE

This Policy explains B-Among Events & Decor's general approach to bookings, payments, changes, cancellations, postponements and refunds.

The specific financial terms applicable to an event shall be stated in the client's quotation, invoice or service agreement.

2. QUOTATIONS

Quotations are prepared based on the client's stated requirements.

The final cost may vary where the client changes:

- the event date;
- venue;
- guest numbers;
- décor theme;
- program;
- equipment;
- suppliers;
- event duration; or
- scope of services.

3. BOOKING

A date is not considered reserved merely because a client has made an enquiry.

A booking is confirmed only after the requirements communicated by B-Among have been fulfilled and B-Among has confirmed the booking.

4. DEPOSIT

Where applicable, B-Among will require a deposit to secure the booking.

The amount and due date of the deposit will be stated in the services contract/quotation or invoice.



The deposit may be used to secure:

- the event date;
- personnel;
- décor items;
- equipment;
- suppliers;
- materials;
- transport; and
- other resources.

5. BALANCE PAYMENT

Any balance shall be paid within the period stated in the quotation or service agreement.

B-Among may require payment in full before event setup or delivery where stated in the agreement.

6. CHANGES

Clients should submit changes as early as possible.

Additional charges may apply where changes result in:

- additional materials;
- additional personnel;
- additional equipment;
- additional transport;
- supplier changes;
- increased guest numbers;
- changes in venue;
- changes in event timing; or
- other additional work.

7. CANCELLATION

A cancellation request must be submitted in writing.

Upon cancellation, B-Among will assess:

- the date of cancellation;
- work already performed;
- materials purchased;
- supplier commitments;
- equipment reserved;



- personnel engaged;
- third-party cancellation charges; and
- other reasonable costs already incurred.

8. REFUNDS

Any refund will be determined based on the applicable quotation or service agreement, the circumstances of cancellation and applicable law.

Where B-Among has incurred non-refundable third-party costs or has already purchased materials specifically for the client's event, those costs may be taken into account when determining the amount refundable, subject to the applicable agreement and law.

9. POSTPONEMENT

A client may request postponement of an event.

B-Among will make reasonable efforts to accommodate a new date, subject to availability.

A postponement may result in additional costs where supplier rates, venue charges, materials, equipment or other costs have changed.

10. CANCELLATION BY B-AMONG

Where B-Among cancels an engagement for reasons within its control, the client's rights will be determined by the applicable agreement and applicable law.

Where cancellation results from circumstances outside B-Among's reasonable control, B-Among will work with the client to identify a reasonable alternative where possible.

11. ELECTRONIC TRANSACTIONS

Where a booking is concluded electronically, electronic records and communications may form part of the contractual record in accordance with applicable law.

Clients should retain copies of quotations, invoices, payment confirmations and booking communications.

12. THIRD-PARTY COSTS

Where B-Among is required to pay or commit funds to third-party suppliers for a client's event, those commitments may affect the financial consequences of cancellation or postponement.

13. DISPUTES



Clients are encouraged to raise any payment, cancellation or refund concern with B-Among promptly.

Complaints should be sent to:

services@bamongevents.com

14. GOVERNING LAW

This Policy shall be governed by the laws of the Republic of Uganda.

15. CONTACT

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