

Innovative Production Services Payment & Cancellation Policy Effective as of 1/1/2023

Thank you for choosing to do business with Innovative Production Services.

To confirm your event, we require a signed copy of the proposal acceptance page along with a purchase order for the full proposed amount.

Upon receiving this we will issue an invoice for the full amount, with a **50% deposit** that is payable immediately.

Full payment is **required 2 weeks prior** to your event.

Any additions or reductions will be settled with either an additions invoice or an adjustment notice. This will either require additional payment or a refund.

In the event of cancellation, the following applies:

- Cancellation with more than 14 days' notice
75% refund of the total of the event. This means half of the deposit will be refunded.
- Cancellation within 3 to 14 days' notice
50% refund of the total of the event. This means your deposit is forfeited and the balance payment will be refunded.
- Cancellation within 48 hours (2 days) notice
No refund for the event.

In the event of postponement, the following applies:

- Postponement with more than 14 days' notice
90% credit of the total of the event towards the new event. 10% remaining (20% of the deposit) is forfeited.
- Postponement with 14 to 3 days' notice
50% credit of the total of the event towards the new event. This means your deposit is forfeited and the balance payment will be held as a deposit for the new event.
- Cancellation within 48 hours (2 days) notice
No credit towards the new event.

By confirming your event you are agreeing to this policy.