

## Interim Emergency Event Postponement, Cancellation & Refund Policy

I, DELORES M. CRUM, PRESIDENT OF PREMIERE EVENTS, PREMIERE SELECT AND PARTY TIME RENTAL, HEREBY ADVISE AND DECREE THAT, UNTIL COVID-19 EVENT SIZE RESTRICTIONS ARE LIFTED AND PARTY / EVENT RENTAL BUSINESSES IN TEXAS ARE RESTORED TO PRE-COVID 19 OPERATIONS, THIS INTERIM EMERGENCY EVENT POSTPONEMENT, CANCELLATION AND REFUND POLICY SHALL BE IN FULL FORCE AND EFFECT FOR ALL RENTAL ORDERS:

I. Neither party will be liable in damages or have the right to terminate this Agreement for any delay or default in performing hereunder if such delay or default is caused by conditions beyond its control including, but not limited to, acts of God (such as natural disasters), government restrictions (including the denial or cancellation of any export or other necessary license), wars, insurrections, or any other cause beyond the reasonable control of the party whose performance is affected. Should Renter's Event be cancelled, postponed or otherwise adversely impacted as a result of a force majeure event, there will be no refunds for payments already received by Premiere Events, but Premiere Events will make all reasonable efforts to work with Renter to execute the Rental Agreement at a later date.

II. All Event Cancellation Requests must be made in writing (email is acceptable) for review by the Premiere Executive Team. Once the request has been reviewed and approved, 25% of the refundable amount will be processed within 30 days from approval, and returned to the event holder of record using the payment method by which the reservation deposit was made. The remaining 75% of the refundable amount will be processed within six (6) months of the date of the approved refund request.

III. Events booked prior to July 20, 2020:

a. That are cancelled on or after July 20, 2020, that are more than 10 working days prior to their delivery or customer pick up date are eligible for a full refund (minus any non-refundable special order, or promotionally priced items). Refunds approved will be processed as

outlined in Section II above. Event holders may also opt to postpone their event to a future date and shall receive full credit for rental deposits or order balances paid. Such credit shall be transferable to a different event date (or dates), or to a different individual, group or organization identified by the rental order client or customer, with no expiration on the credit.

- b. That are cancelled on or after July 20, 2020, that are within 10 working days of their delivery or customer pick up date, are not eligible for a refund (other than any qualifying tent rentals, which have a further deadline). However, Event holders may opt to postpone their event to a future date and shall receive full credit for rental deposits or order balances paid. Such credit shall be transferable to a different event date (or dates), or to a different individual, group or organization identified by the rental order client or customer, with no expiration on the credit.
- IV. Events booked after July 20, 2020 under our newly revised contract:
  - a. That are cancelled may be eligible for a full or partial refund of the deposit in accordance with the 30, 60, and 90 day schedule outlined in the Rental Reservation Agreement signed at the time of booking. Refunds approved will be processed as outlined in Section II above. Event holders may also opt to postpone their event to a future date and shall receive full credit for rental deposits or order balances already paid or due at the time of cancellation. Such credit shall be transferable to a different event date( or dates), or to a different individual, group or organization identified by the rental order client or customer, with no expiration on the credit.

**ORDERED** this 20<sup>th</sup> day of July, 2020, by Delores M. Crum.

— DocuSigned by: Delores (rrum

Delores M. Crum, President

I acknowledge that the above terms apply to my event rental order #\_\_\_\_\_ and agree to this policy.

Name	Printed

Signature