

CANCELLATION POLICY

At Lavender 'n Lace, we understand that plans can change unexpectedly. However, to ensure the best experience for all our guests and maintain the efficiency of our operations, we have established a policy for same-day no-shows and cancellations for private bookings. Please take a moment to review the following policy:

****1. Cancellations****

1.1. Cancellation Period: To cancel a private booking without incurring any charges, guests must provide a minimum of **1 week** notice before the scheduled event start time.

1.2. Notification: Cancellations must be made by contacting our reservations team at lnlreservations@gmail.com or 863-956-3998.

1.3. No Cancellation Fee: If the cancellation is made within the stipulated time frame, no cancellation fee will be charged.

****2. Same Day No-Shows****

2.1. Definition: A same-day no-show is when a guest fails to attend a booked private event without prior notice or cancels within 24 hours of the scheduled event start time.

2.2. No-Show Fee: In the event of a same-day no-show, a fee of \$25 per unoccupied seat (with a grace of 2 no-show guests) will be charged to the host/guest. This fee is non-negotiable and will be billed to the client using the payment method provided during booking.

****3. Fee Payment****

3.1. Payment Method: The fee for same-day no-shows will be automatically charged to the credit card or payment method on file with Lavender 'n Lace. Guests are responsible for ensuring their payment information is accurate and up-to-date.

****4. Exceptions****

4.1. Extreme Circumstances: We understand that unforeseen emergencies or extreme circumstances can arise. In such cases, clients are encouraged to reach out to our reservations team as soon as possible to discuss their situation. We will consider exceptions on a case-by-case basis.

****5. Dispute Resolution****

5.1. Disputes regarding same-day no-show fees or cancellations should be communicated directly to our reservations team at lnlreservations@gmail.com. We will investigate and resolve disputes in a fair and timely manner.

CONTACT

****6. Review and Changes****

6.1. Lavender 'n Lace reserves the right to review and amend this policy at any time. Any updates will be communicated to clients through our website and booking channels.

By making a private booking with Lavender 'n Lace, clients acknowledge and agree to abide by this Same Day No-Shows and Cancellations Policy. We appreciate your understanding and cooperation in helping us provide the best possible service to all our guests.

If you have any questions or require clarification regarding this policy, please do not hesitate to contact us at Inreservations@gmail.com.

Thank you for choosing Lavender 'n Lace, and we look forward to serving you with excellence.