

# Carnival Times, Inc.

## Cancellation Policy

### 24 Hour Risk Free Cancellation

#### 24 Hour Risk-Free Cancellation:

As part of our customer commitment, we offer a 24-hour risk-free cancellation policy which means that after you've placed your order, you have up to 24 hours to cancel for any reason and receive a full refund. No fees. No questions. 100% of the payment refunded back to the original payment method.

Cancellation requests must be made by 11:59 p.m. the day after the order is placed. This means that if an order is placed on Monday, you have until 11:59 p.m. on Tuesday to cancel the order. Requests must be made over the phone to 816-569-2855 or via email to [beverly@carnivaltimes.com](mailto:beverly@carnivaltimes.com)

24 Hour Risk-Free Cancellation Policy is only available for orders placed online.

#### Standard Cancellation Policy

In the event of rain Carnival Times policy is that a customer can cancel the delivery with no charge. (deposits or any payments are held for one year and can be used on future rentals. No Refund will be made) If the customer elects to accept the unit(s) they understand that there is no refund. Carnival Times also has the opportunity to cancel an event if due to rain, wind, or poor setup conditions.

If it does rain the units are still usable, once rain has cleared. Please keep the unit inflated unless high winds or lightning

occurs. The units will accumulate water (it will bubble at the seams, this is normal) an adult or teen go inside the unit with a towel and dry out the unit and it's ready for use again. Please leave units inflated until the driver arrives to pick up.

In the event you cancel your event, and weather looks great you can give Carnival Times a call to reschedule your inflatable. Since routes are created and trailers are loaded the day prior we will do our best to get your inflatable to you on time and will make sure to keep you up to date on our ETA.