



Rental, Cancellation & Refund Policy

English - v.072826

At BMZ Entertainment, we want every reservation to be clear, dependable, and easy to understand. This policy explains our booking deposits, payments, cancellations, rescheduling, weather procedures, damage protection, security deposits, and rental return requirements.

1. Booking Deposit

A booking deposit equal to **25% of the rental total** is required to reserve your event date.

The booking deposit:

- Reserves the requested event date and rental equipment.
- Is applied toward the total rental balance.
- Is separate from any refundable security deposit.
- Is subject to the cancellation terms described below.

A reservation is not considered confirmed until BMZ Entertainment has received and accepted the required deposit.

2. Remaining Balance

The remaining rental balance must be paid in full before:

- Delivery begins;
- Setup begins; or
- Rental equipment is released to the customer for pickup.

BMZ Entertainment may withhold delivery, setup, or release of equipment until the balance has been paid.

3. Cancellation and Deposit Refunds

Refund eligibility is determined by the amount of notice provided before the scheduled event date.

30 Days or More Before the Event

The customer will receive a refund of **100% of the booking deposit**.

15–29 Days Before the Event

The customer will receive a refund of **50% of the booking deposit**.

14 Days or Fewer Before the Event

The booking deposit is **nonrefundable**.

When a cancellation is made 14 days or fewer before the event, the customer forfeits the booking deposit but will not be charged the remaining unpaid rental balance.

Any additional amounts already paid will be handled according to the services performed, expenses incurred, and the terms of this policy.

4. Delivery, Setup & Processing Fees

Delivery and setup fees may be refunded when those services have not yet been performed.

Once delivery, setup, preparation, or another paid service has been completed, the related fee is nonrefundable.

Payment-processing fees are nonrefundable.

5. Rescheduling

Customers may request to reschedule their reservation one time when:

- The request is made at least **7 days before the event**;
- The requested replacement date is available; and
- BMZ Entertainment approves the change.

The existing booking deposit may be transferred to the approved replacement date.

Additional rescheduling requests may be treated as a cancellation and new reservation.

Changes in equipment, location, delivery distance, labor, or event requirements may result in updated pricing.

6. Weather & Unsafe Conditions

Outdoor rentals may be affected by rain, high winds, severe weather, unsafe ground conditions, excessive heat, or other conditions that may create a safety risk or damage rental equipment.

BMZ Entertainment has the final authority to determine whether conditions are safe for the delivery, setup, operation, or continued use of rental equipment.

When weather or unsafe conditions prevent an outdoor rental, the customer may receive:

- One rescheduled event date, subject to availability; or
- Rental credit toward a future reservation.

Cash refunds are generally not provided for weather-related cancellations unless BMZ Entertainment is unable to provide the agreed rental service.

Customers may not require BMZ Entertainment to install or operate equipment under conditions BMZ Entertainment determines to be unsafe.

7. Emergencies & Unexpected Circumstances

For illness, family emergencies, venue closures, or other unexpected circumstances outside the customer's control, BMZ Entertainment may offer a one-time reschedule or rental credit after reviewing the circumstances.

Emergency accommodations are not guaranteed and are determined individually by BMZ Entertainment.

Unless an exception is approved, the standard cancellation policy remains in effect.

8. Optional Damage Waiver

Customers may be offered an optional Damage Waiver for:

10% of the rental total, with a minimum charge of \$10.

The Damage Waiver may cover qualifying accidental damage that occurs during the normal and proper use of eligible rental equipment.

Coverage is limited to the rental price of the covered equipment.

The Damage Waiver Does Not Cover

- Theft;
- Lost or missing items;
- Intentional damage or vandalism;
- Misuse, abuse, or negligence;
- Burns;
- Permanent stains;
- Damage caused by rain, wind, water, or weather exposure;
- Excessive cleaning;
- Failure to follow setup, operating, or safety instructions;
- Damage caused by unauthorized movement or transportation;
- Damage occurring outside the approved rental period; or
- Other damage or losses excluded by BMZ Entertainment.

BMZ Entertainment determines which rental items are eligible for Damage Waiver coverage.

The Damage Waiver may not be available for certain specialty, electronic, inflatable, high-value, or higher-risk equipment.

Purchasing the Damage Waiver does not eliminate the customer's responsibility for excluded damage, missing equipment, cleaning charges, late fees, or losses exceeding the waiver's coverage.

9. Security Deposits

A separate refundable security deposit is required for all customer-pickup rentals.

The amount of the security deposit will be determined according to:

- The type of equipment;
- The quantity rented;
- The value of the order;
- The risk of damage or loss; and

- The specific rental arrangement.

A security deposit may also be required for other rentals when determined necessary by BMZ Entertainment.

When applicable, the security deposit remains required even when the customer purchases the optional Damage Waiver.

10. Rental Returns

Customer-pickup rentals must be returned:

- On the date;
- At the location; and
- By the exact return time

listed in the rental agreement or reservation confirmation.

All rental items must be returned in the same condition in which they were provided, except for reasonable wear resulting from proper use.

Customers must not leave rental equipment unattended or return it to an unapproved location.

An item is not considered returned until it has been received by BMZ Entertainment or an authorized representative.

11. Inspection & Security-Deposit Return

BMZ Entertainment will inspect returned equipment before releasing the security deposit.

BMZ Entertainment may deduct documented charges for:

- Late returns;
- Excessive cleaning;
- Repairs;
- Replacement;
- Missing items;
- Permanent stains;
- Damage;
- Lost accessories or components; or
- Other violations of the rental agreement.

Approved security-deposit refunds are processed within **5–7 business days** after the equipment has been returned and inspected.

Additional processing time may be required by the customer's bank or payment provider.

12. Late, Dirty, Damaged or Missing Items

Customers are responsible for the reasonable cost of cleaning, repairing, or replacing rental equipment returned:

- Late;
- Excessively dirty;
- Damaged;
- Incomplete;
- Stained;
- Lost; or
- Missing.

Late-return charges will be determined according to the equipment involved and the length of the delay.

Items that cannot be safely cleaned or repaired may be charged at their reasonable replacement cost.

If the total charges exceed the security deposit, the customer remains responsible for the remaining balance.

13. Approved Refunds

Approved refunds will normally be processed within **5–7 business days**.

Whenever possible, refunds will be issued through the original payment method.

The customer's bank or payment provider may require additional time before the refund appears in the customer's account.

Payment-processing fees remain nonrefundable.

14. Cancellations by BMZ Entertainment

If BMZ Entertainment must cancel a reservation or cannot provide the agreed rental service, the customer may choose:

- A full refund of payments made for the unavailable service; or
- Transfer of the payments to another available event date.

BMZ Entertainment will communicate with the customer as soon as reasonably possible when a cancellation or service issue occurs.

15. Acceptance of This Policy

By submitting a deposit, making a payment, signing a rental agreement, or accepting rental equipment, the customer acknowledges and accepts this Rental, Cancellation & Refund Policy.

Additional terms may apply to specialty rentals, inflatables, photo booths, machines, games, electronics, canopies, pipe-and-drape equipment, or other equipment requiring separate safety or operating instructions.

Customers should review their rental agreement carefully before making payment.

For questions regarding a reservation, please contact BMZ Entertainment before submitting your deposit.

Effective Date: July 28, 2026

BMZ Entertainment reserves the right to update this policy for future reservations. Changes will not alter the terms of a reservation already confirmed unless both BMZ Entertainment and the customer agree in writing.