



CANCELLATION AND REFUND POLICY

1.1 In the event of any cancellation of the event by the Client 30 days or more prior to the scheduled event, the Client shall be liable to pay 50% of the project fee. If the advance amount has already been paid by the Client for such cancelled event, INDIAN SHADES shall be entitled to retain the same. If the advance amount has not been paid as on the date of cancellation, the Client shall pay 50% of the project fee within seven (7) days of such cancellation of the event.

1.1A Notwithstanding the above, in the event the Client cancels the event more than 30 days prior to the scheduled date and no preparatory work, custom content, or third-party commitments have been initiated by INDIAN SHADES, the Client shall be eligible for a full refund of the advance amount paid, after deduction of any non-recoverable expenses actually incurred by INDIAN SHADES (if any). Such refund shall be processed and released by INDIAN SHADES within fifteen (15) days of receiving the written cancellation notice from the Client.

1.2 In the event of any cancellation of the event by the Client within 15 days of the scheduled event, the Client shall be liable to pay to INDIAN SHADES the entire project fee within seven (7) days of such cancellation. The Client acknowledges that such payment is on account of opportunity cost and time and effort spent by INDIAN SHADES on the event notwithstanding its cancellation and agrees to pay the entire project fee to INDIAN SHADES.

1.3 You agree and acknowledge that the above clauses shall apply for cancellation of the event for any cause, including but not limited to public unrest, climatic conditions, technical failure, change or unavailability of the venue, health and safety restrictions, change in government regulations, or any other unforeseen circumstances.

1.4 You further agree that in the event of cancellation within 15 days of the scheduled event, apart from the Project Fee, the Client shall be liable to pay or reimburse to INDIAN SHADES all expenses incurred by INDIAN SHADES (such as costs of travel arrangements, hotel bookings, special prop purchases, third-party vendor charges, etc.).

1.5 You acknowledge and agree that failure to pay the advance amount within the time prescribed in Clause 2.1 above would entitle INDIAN SHADES to cancel the event at its sole discretion, and you would not be entitled to any damages or compensation of whatsoever nature in the event of such cancellation by INDIAN SHADES due to the Client's default.

1.6 You agree that in case of postponement of the scheduled event to within 30 days of the original date, you shall be liable to pay any additional expenses that may be incurred by INDIAN SHADES for preparation for or postponement of the event. In case of internal change in team/experts, the revised project fee will be applicable if the situation so demands due to such changes.

1.7 You agree that postponement of the event beyond 30 days from the originally scheduled date will be considered as a cancellation, and a new commercial plan shall be drawn between you and INDIAN SHADES. You agree that the date of intimation of such postponement shall be considered as the date of cancellation and the obligations under Clauses 1.1 and 1.2 above shall apply accordingly.



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EASY TO READ VERSION

We understand that plans can change, and we aim to be fair and transparent about our cancellation and refund terms.

1. If you cancel your event

- More than 30 days before the scheduled date:
- You are eligible for a full refund of the advance after deducting any non-recoverable expenses we've already incurred (such as vendor or material costs).
- Your refund will be processed within 15 days of your written cancellation notice.

Within 30 days of the scheduled date:

- You'll be charged 50% of the total project fee.
- If you've already paid an advance, we'll adjust or retain it towards this amount.

Within 15 days of the event:

- The full project fee becomes payable.
- This covers the time, effort, and preparation our team has already invested in your customized experience.

2. If we've already made event-specific purchases

If travel bookings, prop purchases, or special arrangements have been made before your cancellation, we'll share those details transparently. These expenses will need to be reimbursed even if the event is cancelled.

3. If you postpone your event

- Postponement within 30 days:
- We'll be happy to accommodate the new date, and any additional costs due to rescheduling (like travel or setup changes) will be billed separately.
- Postponement beyond 30 days:
- It will be treated as a new booking. The earlier plan will be considered cancelled, and the applicable cancellation terms above will apply.

4. If Indian Shades cancels

If we ever need to cancel due to unavoidable reasons, we'll refund your entire advance within 15 days and, if possible, help you find an alternate date or creative partner.