

New cancellation conditions effective January 1, 2020

In the event of a service order cancellation, the following terms apply:

- No charge will be billed if the order is cancelled up to 48 hours prior to the first reservation date;
- 50% of the price will be billed if the order is cancelled within 48 hours of the first reservation date;
- No refund will be made if the order is cancelled on site;
- No refund will be issued for services installed but not used.

To be taken into consideration, any claims or requests for refunds must be made prior to the closing of the event.