

Cancellation Policy

- If cancellation is made within 72 hours from the time of booking, 95% of the package amount will be refunded except for Stay Packages where 40% of the amount will be refunded through the original payment method used during the booking within 7-10 working days.
- If cancellation is done before 24-48 hours of the experience, 90% of the package amount will be refunded in original payment method used during the booking within 7-10 working days.
- Less than 24 hours before experience: No Cancellation
- No Cancellation is possible for experiences booked for 13th and 14th February as these are Valentine's Special Packages. **25th December, 31st December and 1st January or any other special days** for Special Packages.
- In case of **Rain/Hailstorm or Any other act of God**, Only Reschedule will be entertained and **No Cancellation** will be done. **Perishable item(s)** will not be refunded/cancelled/rescheduled.

Reschedule Policy

- Less than 24 hours before experience: **No Rescheduling.**
- 24 hours to 3 days before an experience: **Rescheduling at Zero Fee.**
- 3 days or more before an experience: **Rescheduling at Zero Fee.**
- No Rescheduling possible for experiences booked for **13th and 14th February or 25th and 31st December or any other special days** for Special Packages.

Other Info

- Our working days/hours are 7 days (10 am - 8 pm).
- Cake and Bouquet cannot be cancelled on the same day of your experience.
- To officially cancel or reschedule reply to booking confirmation email saying **I wish to cancel my experience, please initiate the cancellation process with your order id** or **Kindly reschedule my booking to XX.YY.ZZ date or to a later date with your order id.**

- It takes 7-10 working days in a refund for the original payment method

Photography

- **Photographer will not wait for more than 30 mins from the time slot chosen**
- To preserve customer privacy, Photos taken in the customer (Photography add-on) are deleted within a week of the event date and Surprisingzz is not liable for the loss of the images if they are not downloaded by the customer within 5 days of sharing images link.

Guitarist

- **Guitarist will wait for 15-30 minutes** for your arrival from the booked slot time. In case of late arrival Guitarist may leave and there won't be any refund.

Other Info

- In case of a complaint, notice must be given to Surprisingzz within the experience time slot. Surprisingzz will mediate where necessary and would have the final say in all disputes