

PINK POMELO EVENTS TERMS & CONDITIONS

1.0 Booking & Payment Policy

A booking at Pink Pomelo is confirmed when a booking is made and fully paid in person or via third party websites like Facebook and Eventbrite.com. Guests must be at least 16 years of age to attend. Guests under 16 may be allowed to attend provided they are accompanied by a guardian 18+ years old and are approved by management.

Every guest must provide Pink Pomelo with a signed copy of the participation and liability waiver form. Failure to do so results in a cancellation of the booking and forfeiting the paid payment.

By making payment of a deposit or full payment for any program at Pink Pomelo, you are accepting Pink Pomelo's Terms and Conditions.

2.0 Payment Policy

Full payment is required to secure the booking.

Deposit and final payment can be made with your credit card via our booking platform, PayPal, via direct bank transfer or third party websites.

Any credit card fees, bank fees or third party fees incurred on your account are the sole responsibility of the guest.

The guest is responsible to pay for all extra services not included in the selected package in cash, in the local currency or where facilities allow, credit card payments can be accepted.

3.0 Cancellation Policy

Should a guest cancel 15+ days prior to the event commencement date, 50% of the full payment amount will be forfeited.

Should a guest cancel less than 15 days prior to the event commencement date, the full payment amount will be forfeited.

Pink Pomelo reserves the right to cancel the event prior to commencement date and will not be held liable for transport and such costs. If such cancellation is NOT due to circumstances beyond the control of Pink Pomelo, you may transfer your full booking payment to another event, or you may request a refund of payment.

However, no compensation or refund will be made if cancellation arises before or during the event from circumstances beyond our and/or our suppliers' control (force majeure) such as war, strife, civil disobedience, strikes, terrorist activity, adverse weather conditions, fire, natural disasters, etc., unless Pink Pomelo is able to recover any related sums.

In case of a no-show or if the participant leaves the event prior to its conclusion, refunds will not be made.

4.0 Prices and Services

Prices and services are subject to change. The invoiced price includes the services as stated on the invoice and the booking confirmation connected with that invoice. Any additional agreements will be communicated via written form. Pink Pomelo reserves the right to change its prices without prior notice.

Pink Pomelo reserves the right to change its offer or individually agreed services due to extraordinary circumstances (e.g. external forces, governmental regulations, delays of third parties, weather and oceanic conditions, etc.). If any essential contract paragraph is changed, the customer will be informed as soon as possible. The event schedule and inclusions can change at any time without notice.

Pink Pomelo reserves the right to change its location due to unforeseen issues (e.g. third party delays or problems, construction, etc.) Pink Pomelo will ensure the standard be kept the same in all the partnering venues.

Pink Pomelo reserves the right to change or amend this policy at anytime. The current policy is always applicable

5.0 Privacy Policy

Pink Pomelo recognises that privacy is important. In order to provide you with the services that we offer, we will collect some personal information from you which will only be used to facilitate your event.

We will always safeguard your personal information to the best of our ability.

We will also need to collect payment information in order to process credit cards. This information will only be collected through secure means using proven third-party tools and will not be stored or retained by Pink Pomelo.

7.0 Disclaimer

The guest agrees that he/she may be photographed and/or filmed during his/her stay and/or activities in connection with the company, and also agrees that Pink Pomelo may use such recordings for promotion and/or advertising purposes without any prior consent.