



Cancellation Policy for Garden Vow Renewal

Terms of Payment

The full payment shall be made upon booking, 20% of which is a non-refundable deposit.

- Contact us in advance if you have any issues with the payment.

Cancellation Policy

As stated above, 20% of the total package fee is non-refundable.

The remaining balance (80% of your total amount) minus transaction fees will be refunded if notification of cancellation is received by 6p.m. local time 14 days or more prior to the schedule event.

0% of the remaining balance is refunded if notification of cancellation is received less than 14 days before the scheduled event. This is to cover expenses already incurred by the vendors and venue staff.

*Any cancellation notice after 6 p.m. *local time* will be regarded as the next day.

Cancellation by Serendipity

Serendipity may cancel the vow renewal ceremony under either of the following circumstances:

- (1) When The Couple are found to belong to a designated organized crime group, to be a member of an organized crime group or an organization affiliated with an organized crime group or if there is otherwise any possibility that The Couple violate the laws and the public order and morality.
- (2) When the venue becomes unusable due to Acts of God or any other reasons beyond the control of the venue management company.

In such cases, Serendipity shall not pay to The Couple any compensation for such cancellation. In addition, in cases where such cancellation is due to reason (1) above, Serendipity shall not refund the Vow Renewal Fee.

In case of (2) above, the Vow Renewal Ceremony will be postponed to another date in consultation with The Couple. If The Couple are unable to agree upon a new date, Serendipity reserves the right to withhold refund of the Consulting Fee.