

RENTAL and RESERVATION POLICIES

- For the safety of everyone, especially children, please do not allow anyone to play on or around the Wish display. Please discourage anyone, child or adult, from sitting, leaning, touching or playing on the display.
- If you have a lawn care crew coming, please arrange them to come before we set up. Please protect our inventory from any damage that might be caused due to flying debris from lawn mowers, weed-eaters, dogs, etc.
- Payment is required at the time of booking in order to confirm/hold your reservation.
- You will receive an email after booking to give us the details of your wish. Payments are due upon receipt of invoice to reserve letters and guarantee delivery.
- You will be invoiced for missing or damaged items; this includes recipient or homeowner moving the Wish without staff permission or on site help.
- Once your Wish has been set up, please DO NOT remove or rearrange the display.
- Please do not attach balloons to any part of the display. Balloons get hot in the sun. If a hot balloon blows against a sign, it could be damaged.
- If weather permits, please water the area where the Wish is to be set up. This will make set-up and putting the stakes in the ground easier.
- We STRONGLY encourage and recommend you to pose next to your Wish and take photos of your special day. If posting tag Front Yard Wishes in your posts please.
- Front Yard Wishes and our representatives are not responsible or liable for any injury or damage that may be caused to any person or personal property during the set-up or removal of any rental.

REFUNDS

If you must cancel your booking, all cancellations must be done 1 week prior to your Wish date to receive a full refund. After that, you can choose to receive 1/2 of your booking rate as a refund, or leave the entire amount as a credit for a future Wish, based on availability.

In the event of inclement weather, we may not be able to set up Wish. Inclement weather includes lightning/thunderstorms, heavy rain, high winds, heavy snow/ice, and any other Acts of God that would put us or our displays in harm's way. If this were to occur, a full refund or credit will be given.

- No refund will be given due to the client giving us the wrong address.
- No refunds will be given due to the homeowner requesting us to remove the Wish earlier than scheduled time.
- No refund will be given in the event that the Wish is removed from the yard before our staffs scheduled pick up time. (i.e. Wish has been tampered with, removed from the original placement or vandalized in any way.
- No refunds will be given due to being denied access to a gated community, or no code given at booking.
- No refunds will be given due to any animals that prevent the Wish from being set up.
- No refunds will be given for circumstances that prevent us from setting up the Wish that is out of our control.