

BartenderGirl.com Cancellation & Refund Policy

Effective September 24, 2026

IMPORTANT: This policy is designed to work with, not replace, the cancellation terms in each customer's individual contract. Where a contract contains event-specific cancellation terms, those terms control to the extent permitted by law.

1. Scope and Acceptance

This Cancellation & Refund Policy applies to every reservation, booking, event, staffing engagement, catering engagement, beverage service, bartending service, or related service made with BartenderGirl.com, or with any affiliate, subdivision, trade name, or related company operated by or on behalf of BartenderGirl.com, regardless of whether the reservation is made online, by telephone, in person, by text message, by email, or through another approved electronic method.

By making a reservation, paying a deposit, approving a proposal, signing a contract, or otherwise authorizing BartenderGirl.com to reserve personnel, equipment, products, inventory, time, or services, the customer acknowledges and agrees to this Policy and the cancellation terms stated in the customer's individual contract. The individual contract controls where it contains a specific cancellation provision.

2. Cancellation Grace Period

A customer may cancel a reservation without an event cancellation charge if the cancellation is received within forty-eight (48) hours after the reservation is made, provided that the cancellation is received before the event has begun and subject to any non-refundable third-party charges or other amounts expressly identified in the contract.

Cancellation must be communicated through a method that permits the date and time of the cancellation request to be reasonably documented. A cancellation is not effective merely because a customer attempts to contact BartenderGirl.com; it becomes effective when the cancellation notice is actually received.

3. Refunds and Payment-Processing Charges

If a qualifying cancellation is made within the 48-hour grace period, amounts paid by cash or check will generally be refunded in full, subject to applicable law and any expressly disclosed non-refundable third-party expense.

For payments made by credit card, debit card, Venmo, Zelle, PayPal, ACH, or other electronic payment method, BartenderGirl.com may deduct any actual, non-refundable payment-processing or transaction costs that BartenderGirl.com has incurred and cannot recover from the processor. The refund will be calculated as the amount received less any such actual, non-refundable processing costs and any other amounts lawfully chargeable under the customer's contract.

BartenderGirl.com will not characterize a processor charge as a cancellation penalty when it is an actual, non-refundable processing cost.

4. Cancellations After the Grace Period

Once the 48-hour grace period has expired, the cancellation terms in the customer's signed or otherwise accepted contract become controlling. Cancellation charges are strictly enforced to the extent permitted by California law.

Unless the customer's contract expressly provides a different schedule, the following default schedule applies:

- More than seventy-two (72) hours before the scheduled event: the cancellation fee stated in the contract is due, ordinarily the deposit or other reserved amount identified in the contract.
- Forty-eight (48) through seventy-two (72) hours before the scheduled event: the cancellation fee stated in the contract is due, together with any actual, documented, non-refundable expenses already incurred for the event.
- Less than forty-eight (48) hours before the scheduled event: the customer is responsible for one hundred percent (100%) of the total contracted invoice, subject to applicable law and any mandatory statutory consumer protections.

If the individual contract specifies a different cancellation fee, percentage, deadline, or schedule, that specific contractual provision governs.

5. Why Cancellation Charges Apply

Cancellation charges compensate BartenderGirl.com for reserving personnel and event dates, declining other work, purchasing or reserving food and beverages, arranging equipment and transportation, scheduling subcontractors or staff, administrative preparation, and other commitments made in reliance on the reservation.

The parties intend any contractual cancellation or liquidated-damages amount to be applied only to the extent permitted by California law and, where applicable, to represent a reasonable estimate of losses that are difficult or impracticable to determine at the time the contract is made. Nothing in this Policy is intended to impose an unlawful penalty or waive a non-waivable consumer right.

6. Dispute Research and Payment Disputes

If a customer initiates a payment dispute, chargeback, or similar claim, BartenderGirl.com may charge a \$150.00 dispute-research/administrative fee only to the extent permitted by applicable law and the customer's contract, and only where the charge reflects actual or reasonably incurred costs associated with researching and responding to the dispute.

For a credit-card chargeback, BartenderGirl.com may seek reimbursement of a \$125.00 chargeback-related fee only to the extent permitted by applicable law, the card-network rules, and the customer's contract, and only to the extent the amount is lawful and recoverable. A customer will not be charged merely for exercising a non-waivable statutory right or making a good-faith complaint.

7. Expenses and Reimbursable Costs

The customer is responsible for reasonable, documented expenses incurred in connection with the customer's event or requested services, including approved purchases, special-order items, permits, rentals, transportation, staffing commitments, or other third-party charges, when those expenses are authorized under the contract or otherwise approved by the customer.

Except where emergency action is reasonably necessary to protect the event, people, property, or legal compliance, BartenderGirl.com will obtain prior verbal or written customer approval before incurring a charge that is outside the agreed scope of services.

8. Contract and California Law

This Policy is intended for reservations and services performed in Southern California and shall be interpreted together with the customer's individual contract and applicable California law. Nothing in this Policy limits rights or remedies that cannot lawfully be waived or contracted away.

Because California law places limits on certain liquidated-damages and cancellation provisions, the enforceability of a particular fee can depend on the type of customer, the nature of the service, the contract, the circumstances existing when the contract was made, and other applicable law. BartenderGirl.com reserves the right to revise a cancellation charge when required by law.

9. Customer Responsibility to Review the Contract

Customers are responsible for reviewing their individual contract before completing or maintaining a reservation. The contract should be consulted for the exact cancellation deadline, deposit terms, cancellation percentage, minimum charges, and any event-specific conditions.

Making a reservation constitutes acknowledgment that the customer has had an opportunity to review the applicable terms and ask questions before authorizing the reservation.

10. More Information

For additional information, please review the applicable terms and delivery information:

Reservation information: <https://bartendergirl.com/reservation/content/1-delivery>

General agreement: <https://bartendergirl.com/legal/agreement.pdf>

For questions about a specific reservation, contact BartenderGirl.com through the contact information stated in the customer's contract or reservation confirmation.

