



# Booking Policies

## Booking Policies

We understand that plans can change and therefore, we have established our bookings policies to be as flexible as possible.

We reserve the right to modify these policies at any time. Any changes will be posted on our website and will apply to all bookings made after the date of the change.

Here are the key terms and conditions that you should be aware of before making a booking with Zac Coveney:

### Reservation

To make a booking, you must provide us with your full name, email address, phone number, and credit/debit card details on file for guarantee. You will receive a confirmation email once your booking has been completed.

### Payment

Regarding payment, we require a 50% deposit to secure your booking. The remaining balance is due before the event. We accept credit/debit cards through online payment and cash. For online payment, the full amount will be due 72 hours before the event start date. For cash payment, the balance is due on arrival before the event commences. We reserve the right to retain deposits or decline services if payment is not provided in a timely manner.

If you have any questions or concerns about payment, please do not hesitate to reach out to us. We want to ensure that the booking process is as smooth as possible for you.

### Cancellation

We offer cancellation up to 72 hours before your scheduled event date. If you cancel your booking within 72 hours of your arrival, we reserve the right to retain your 50% deposit. If adequate payment is not provided in a timely manner or if payment is

refused, please be aware Zac Coveney reserves the right to cancel the event and retain any payment already provided.

## **No-shows**

If you do not show up for your scheduled event and do not contact us to cancel or reschedule, we reserve the right to retain your 50% deposit and cancel the event.

We want to work with you to make your event a success, so please do not hesitate to contact us with any questions or concerns about our policies.

## **Changes**

We understand that plans can change, and we will do our best to accommodate changes to your booking. Please contact us as soon as possible if you need to make any changes. Please note that if you need to make changes to your booking, we will do our best to accommodate them, but we cannot guarantee availability. Additionally, if you wish to add additional services or guests to your booking, please let us know as soon as possible so we can make the necessary arrangements.

## **Liability**

Zac Coveney cannot be held responsible for any loss or damage to personal property or any injuries sustained during your event. It is your responsibility to ensure that you and your guests are aware of and adhere to all safety guidelines and precautions. We recommend that you obtain appropriate insurance coverage for your event to protect against any unforeseen circumstances. Zac Coveney will provide appropriate insurance coverage where required.

## **Force Majeure**

In the event that we are unable to provide the services agreed upon due to circumstances beyond our control, such as natural disasters or government regulations, we will make every effort to reschedule the event. If rescheduling is not possible, we will provide a full refund of any payments made. We cannot, however, be held responsible for any other costs or damages incurred as a result of the cancellation.

## **Privacy Policy**

We take your privacy seriously and are committed to protecting your personal information. We will only use your personal information for the purpose of processing your booking and providing you with information about our services. We will not share your personal information with any third parties unless required by law.

If you have any questions or concerns about our privacy policy, please do not hesitate to contact us.

## **Contact Us**

If you have any questions or concerns about our booking policies or would like to make a booking, please do not hesitate to contact us. You can reach us by phone at +353 85 782 0556 or by email at [hello@zaccoveney.com](mailto:hello@zaccoveney.com). We look forward to working with you to make your event a success!

If you have any special requests or requirements for your event, please let us know as soon as possible so we can work with you to make the necessary arrangements. We want to ensure that your event is as successful as possible, and we are always happy to accommodate your needs to the best of our abilities. Thank you for choosing Zac Coveney!

Zac strives to provide excellent customer service and wants to ensure that you have the best possible experience with us. If you have any feedback or suggestions about our policies or services, please do not hesitate to let us know. We are always looking for ways to improve, and your input is greatly appreciated.