



3B Wonderland Cancellation Policy for Rentals

At 3B Wonderland, we strive to provide our customers with the best experience possible. We understand that plans can change, so we have established a clear cancellation policy for our rental services to ensure transparency and fairness for all parties involved.

Cancellation Policy:

1. Cancellation More Than 7 Days Before Rental Date:

If a cancellation is made more than 7 days prior to the rental date, a refund will be provided, minus a 10% administrative fee or re-schedule. Reschedule must be made within 90 days.

2. Cancellation 2 to 7 Days Before Rental Date:

If a cancellation is made between 2 to 7 days prior to the rental date, a 20% refund of the total rental fee will be provided or re-schedule. Reschedule must be made within 90 days.

3. Cancellation Less Than 2 Days Before Rental Date:

If a cancellation is made less than 2 days before the rental date, no refund will be provided. We only allow for re-schedule. Reschedule must be made within 90 days.

Rescheduling:

Customers may reschedule their rental at no additional cost if the request is made more than 1 day in advance of the original rental date. Rescheduling requests made less than 1 days before the rental date will incur a 20% rescheduling fee from the total price of the product.

No-Shows:

If the customer fails to show up on the rental date without prior notice, no refund will be issued.

Cancellation Due to Unforeseen Circumstances:

In the event of unforeseen circumstances (e.g., extreme weather, natural disasters), 3B Wonderland reserves the right to offer a rescheduled date.

How to Cancel or Reschedule:

To cancel or reschedule your rental, please contact our customer service team at 018 366 3864 as soon as possible. Please include your booking details and reason for cancellation or rescheduling in your request.

We appreciate your understanding and cooperation with our cancellation policy. If you have any questions, feel free to reach out to us.