

Events On Cue LLC Customer Service Policy

Effective October 10th 2025

Term Definitions

“Us,” “We,” and “Our” shall refer to Events On Cue LLC.

“Client” shall refer to the customer who has hired Events On Cue LLC for a service.

“Prospective Client” shall refer to a possible Client who is considering hiring Events On Cue LLC for a service.

“First-Time Client” shall refer to a Client during their first contracted service with Events On Cue LLC.

“Vendor” shall refer to any third party hired by the Client for goods or services.

“The Contract” and “Our Contract” shall refer to the executed contract between the Client and Events On Cue LLC.

“Third Party Contracts” shall refer to contracts other than the Client’s contract with Events On Cue LLC, such as a contract between the Client and a Vendor.

Response Times & Working Hours

Generally, Our working hours are 9:00 AM to 6:00 PM Pacific Time Monday through Friday. However, We may conduct work outside of those hours depending on the need of the business. We try to keep communications within working hours but may receive or send communications outside of working hours.

The Client, Prospective Clients, and Vendors can expect a response within two business days. Business days are Monday through Friday. If We have any deliverables to a Vendor or the Client, expected delivery date will be discussed and outlined in either the Contract or written messages.

Example:

Client contacts Events On Cue LLC on a Thursday. They can expect a response by 6:00 PM Pacific Time on Monday.

Ways of Working

Events On Cue LLC is a disability-friendly and disabled-owned company. This means we may work a little differently than you’ve encountered. We prefer overcommunication to undercommunication and like to send out meeting notes and agendas for most meetings. This may be more than some Client’s require, but

this is how We work best! Our goal is to ensure transparent communication with our Clients and Vendors.

Deposits and Payments

Deposits and payments are non-refundable unless stated otherwise in the Contract. Certain payment methods may be subject to additional fees at the sole cost to the Client.

Client Satisfaction

We maintain a high level of integrity at Events on Cue LLC. We want our Clients to feel seen, heard, and supported throughout their experience with Us. We welcome Client feedback at any time during their experience. If the Client has a concern at any point during their experience they shall make these concerns known to Us as the concerns arise so that the concerns may be addressed. Deposits and payments are non-refundable unless otherwise stated in the Contract, but we encourage our Clients to provide feedback so that constructive conversations can be had.

Service Areas

Events On Cue LLC is based in Long Beach, California and services up to a 60 mile radius. Exceptions and limitations may be made depending on the nature and location of the service. If you are unsure if your event falls within our service area please contact us either via [our website](#), [email](#), or by phone at 562-270-5956!

Referral Policy

Former Clients may be eligible for a referral discount. If the former Client refers a Prospective Client and they contract Us, both parties will receive a 10% discount. The new Client's discount will apply to the first service they book and they must be a First-Time Client. The former Client who made the referral will receive a credit for 10% discount off their next booking with Us. The former Client may use their referral credit for any of our services. Limited to five referral discounts per Client.

Example:

Jade Contracts us for Full Service Event Planning, and later refers their friend Lexi to us. Lexi Contracts Events On Cue for a Day-of Coordinator package. Lexi will receive a 10% discount on her Contracted Day-of Coordinator package and Jade will receive a credit for a 10% discount on their next Contracted service.

Client-Vendor Relationships

If the Contract requires sourcing of and/or coordination with Vendors as part of the Contract then We will act as the point of contact between the Client and each Vendor, as defined in the Contract. We will not enter into a contract with any vendor at the Client's behest or on the Client's behalf. Once a vendor has been sourced by us, it is the responsibility of the Client to carefully read, enter into, and uphold a Third Party Contract with the Vendor, this includes contracted payments. The Client shall provide Us with any Third Party Contracts the Client enters into with a Vendor. Depending on the service(s) We provide, We shall either maintain communication with the Vendor(s) or transfer communication to the Client or their representative as specified in the Contract.

Example:

Events On Cue LLC is under Contract with Mary for an Event Logistics package. We source a venue and catering for Mary's event. Mary carefully reviews the Contracts for the venue and catering, and enters into a Third Party Contract with each Vendor. Mary then provides Us with a copy of each Third Party Contract so that We may become familiar with the terms and services. Mary maintains responsibility for all Third Party Contract terms, conditions, and payments, and We act as the primary contact for planning purposes until our Contract ends. During the contract period, We shall maintain direct contact with Vendors so that any requests or modifications on behalf of the Client have the opportunity to be addressed and so that all parties are prepared for the date of the event.