

BIRDII HOUSE SOCIAL RESERVATION CANCELLATION & NO-SHOW POLICY

Effective Date: TODAY

1. POLICY OVERVIEW

Birdii House Social is committed to providing an exceptional experience for all guests and members. To ensure fair access to simulator reservations and maximize availability for all customers, the following cancellation and no-show policy applies to all reservations, including members, non-members, leagues, and event bookings unless otherwise stated in writing.

2. RESERVATION REQUIREMENTS

A valid credit or debit card is required to secure all simulator reservations.

Reservations may be booked without prepayment; however, by making a reservation, the customer authorizes Birdii House Social to charge the payment method on file for any applicable cancellation fees, no-show fees, damages, or other authorized charges in accordance with this policy and any signed agreements.

Payment for simulator usage and applicable purchases will be collected upon arrival unless otherwise arranged.

3. CANCELLATION WINDOW

Reservations may be cancelled or rescheduled without penalty up to twenty-four (24) hours prior to the scheduled reservation start time.

Any cancellation or rescheduling request received less than twenty-four (24) hours before the reservation start time will be subject to the cancellation fee outlined in this policy.

4. CANCELLATION & NO-SHOW FEES

- Cancellations made twenty-four (24) hours or more before the scheduled reservation start time will not incur a cancellation fee.
- Cancellations made less than twenty-four (24) hours before the scheduled reservation start time will be subject to the full reservation fee.
- Customers who fail to arrive for their reservation and do not provide notice of cancellation will be considered a no-show and will be charged a fee equal to the full reservation fee
- Cancellation and no-show fees will be charged to the payment method provided at the time of booking.

5. MODIFICATIONS TO RESERVATIONS

Reducing reservation time, shortening a booking, decreasing the number of reserved simulator bays, or making other significant modifications within the twenty-four (24) hour cancellation window may be treated as a partial cancellation and may be subject to applicable cancellation fees at the discretion of Birdii House Social.

6. RESCHEDULING

Reservations may be rescheduled without penalty when requested at least twenty-four (24) hours prior to the scheduled reservation start time.

Rescheduling requests made within twenty-four (24) hours of the reservation start time will be treated as a cancellation and subject to the cancellation fee outlined in this policy.

7. FACILITY CLOSURES & UNFORESEEN CIRCUMSTANCES

If Birdii House Social is required to close due to severe weather, power outages, equipment failure, facility maintenance issues, acts of God, government orders, or other circumstances beyond our reasonable control, customers will be offered the option to:

- Reschedule their reservation at no additional charge; or
- Receive a full refund of any prepaid amounts.

No cancellation fees will be assessed when a reservation cannot be honored due to a facility closure initiated by Birdii House Social.

8. EXCEPTIONAL CIRCUMSTANCES

Birdii House Social reserves the right, at its sole discretion, to waive cancellation or no-show fees due to documented emergencies or extraordinary circumstances.

Any waiver of fees granted on one occasion does not establish a precedent or guarantee future exceptions.

9. CONTACT INFORMATION

To cancel or modify a reservation, please contact:

Birdii House Social

Phone: 989-239-1434

Email: birdiihousesocail@gmail.com

Website: birdiihousesocail.com

Address: 3215 STE.A Saginaw,MI 48603

10. ACKNOWLEDGMENT

By making a reservation with Birdii House Social, customers acknowledge that they have read, understood, and agreed to the terms of this Reservation Cancellation & No-Show Policy.

We appreciate your understanding and cooperation. These policies help us provide the best possible experience for all guests while ensuring fair access to our simulator bays and facility.

Thank you for choosing Birdii House Social.

Birdii House Social Management