



## COVID-19 Cancellations and Changes Policy

The coronavirus (COVID-19) situation is constantly changing. Our priority is to ensure the health and safety of our employees, customers and the community.

This policy is in addition to the standard Terms and Conditions and Returns and Cancellations Policy provided by The Happy Christmas Company. In the event of any inconsistencies between these, then this policy shall take precedence.

### Modifications and cancellations resulting from COVID-19

If you have paid for products and services in advance, and COVID-19 circumstances mean we cannot provide these products or services because of government mandated restrictions, a positive COVID-19 diagnosis or a directive to self-isolate or close premises, then we may still be able to supply the products or services at a later date. If we cannot supply those products or services in a mutually agreeable timeframe, then we will provide a full refund. The refund will be available within 14 days. Written proof of a positive COVID-19 diagnosis or directive to close/self isolate will be required before the refund is provided.

If you are waiting for a collection of hired products then we will reschedule that collection at a mutually agreeable time when the COVID-19 restrictions are lifted or we are otherwise allowed to attend premises.

### Frequently asked questions

**I have a Christmas hire booked for drop off or pick up and have been notified by the relevant state or territory Health Department to close my business premises or self-isolate for 14 days which will prevent staff attending. What should I do?**

Firstly your health, and the safety of others is paramount, please call us on 1300 325 173 and we will work with you to reschedule your booking or provide a full refund if you have not yet received the Christmas hire.

If you have a collection booked for Christmas Hire already set up, then call us on 1300 325 173 to reschedule at a time when we are allowed.