



Cancellation Policy

Client Cancellations

- The 30% non-refundable retainer is required to reserve your event date and is non-refundable if the event is canceled.
- Cancellations made before the final payment due date will not incur any additional charges beyond the non-refundable retainer.
- If an event is canceled after the final payment has been made, Páramo Coffee will make every reasonable effort to accommodate a rescheduled date, subject to availability. If rescheduling is not possible, refunds may be considered on a case-by-case basis, less the non-refundable retainer and any non-recoverable expenses incurred specifically for your event.

Rescheduling

We understand that plans can change. One complimentary event reschedule may be accommodated, subject to availability, if requested at least 14 days before the scheduled event date. Additional rescheduling requests or requests made within 14 days of the event may be subject to additional fees.

Paramo Coffee Cancellations

If Paramo Coffee must cancel due to unforeseen circumstances that prevent service, all payments received will be fully refunded. Our liability is limited to the amount paid by the client.

Severe Weather

For outdoor events, decisions regarding severe weather should be made in coordination with the client and venue. If service becomes unsafe or impossible due to severe weather or other circumstances beyond our control, both parties will work together to reschedule whenever feasible.