



Letter To Our Brides | COVID-19Dear

AfterGlow Brides,

With the mandated closure of non-essential businesses across Connecticut, we wanted to reach out to all of you as we know this is a time of uncertainty. The purpose of this letter is to provide you with as much information as we have regarding our process of transfer and cancellation at this time. Please take a moment to read through this letter. If you still have questions or concerns, please do not hesitate to reach out. Although we are closed for business, we are accessible by email. We hope this information provides you with a bit of comfort during these unprecedented times.

TRANSFER

If your wedding was booked before **May, 20, 2020** through a courtesy date of **June 30, 2020**:

- Your deposit and any additional payments made will be transferred to your new date pending our availability. All pricing and contractual details will remain the same.
- If any changes are requested in regards to subtracting services, your deposit may not be fully transferred.
- This transfer will be honored for (1) year from the date of your original wedding if you cannot decide on a transfer date immediately. A "Hold Transfer Agreement" must be signed for us to honor the grace period.
- We will do our best to provide you with the same artists however we cannot guarantee their availability for obvious reasons.
- We will NOT increase our rates should you choose to move your wedding to 2021.
- We require a "Transfer Agreement" to be e-signed to officially transfer your contract to your new date.

If your wedding is booked after **July 1, 2020**:

- Your deposit and any additional payments made will be transferred to your new date pending our availability. All pricing and contractual details will remain the same.
- If any changes are requested in regards to subtracting services, your deposit may not be fully transferred.
- This transfer will be honored for (1) year from the date of your original wedding if you cannot decide on a transfer date immediately. A "Hold Transfer Agreement" must be signed to honor the grace period.
- A nonrefundable deposit of **\$250.00** will be required to transfer your date and subtracted from your **BALANCE DUE** on the day of your new wedding date.
- We will NOT increase our rates should you choose to move your wedding to 2021.
- We require a "Transfer Agreement" to be e-signed to officially transfer your contract to our new date.
- Please refrain from transferring your date until after **May 20, 2020**. More information about the situation will be available which will help in making decisions across the board.

CANCELLATION

If you choose to cancel your wedding and do not expect to transfer to a new date, your deposit will not be refunded. Please refer to our Cancellation Terms within your contract as you may be held responsible for the remaining Balance Due.

We thank you for understanding that we are committed to providing you with the best service we can offer as a small business. This virus has affected and will continue to affect so many of us. We are all in this together.

With Respect,
AfterGlow