

To our clients,

As a valued client and part of the Julian Leaver Events family, I feel it is my duty to provide you with all information regarding Julian Leaver Events' policy on special event procedure in conjunction with the current coronavirus situation. I want to assure you that we are taking every precaution to keep our contractors safe and healthy, do our part to prevent the spread of any illness, and protect our clients' risk within this matter as much as possible.

1. Duty of Care

Our priority is and remains with the safety and well-being of our staff, contractors, and extended team of vendors who support our projects' successes. The following guidelines have been put into place and stressed to all vendor parties whom we manage on-site at events:

- All rental goods such as furnishings, candles, pillows, surfaces of tables, facades, etc. will be cleaned with disinfectant product both pre and post event use
- Hand washing stations have been placed in all production and office spaces with hand washing guidelines provided by the CDC. Contractors are and will continue to be required to wash hands periodically throughout the day on all job sites. It will be required that necessary items like hand soap and hand sanitizer are provided when on job sites by our teams and venues in which we work.
- We ask that our contractors refrain from coming to work should they feel ill or are with fever, and may not return until they are fever and symptom free for at least 24 hours
- We have also asked that our contractors refrain from coming to work for at least 14 days following travel to any country currently on CDC Level 2 or 3 (China, Italy, Iran, South Korea, or Japan -or others added by the CDC)
- We have adopted a "no hand-shake policy" and distanced work environment for all contractors
- We have limited all business-related travel only to trips essential to operating our business and have prohibited travel outside of the United States for the next 30 days

2. Event Cancellation and Postponement

We always do our due diligence to protect our clients' fiscal investment in their special event, and we are dedicated to make your event experience as successful as possible. We understand and respect that these special occasions are a large investment, and we do everything in our power to control financial exposure during times like this. The following is our policy for postponed or cancelled events:

- Event cancellations:

Please refer to your Julian Leaver Events Services Agreement (Termination):

TDD recognizes that planning an event can be a stressful and complex interpersonal endeavor, and that despite best efforts by everyone involved, there is not always a fit between the personalities of clients and consultants. For these reasons (among others) you have the right at any time to terminate this Agreement. TDD has the same right. In the event of termination of this Agreement—regardless of whether it is terminated by you, by TDD, or by mutual agreement—you will remain responsible for all accrued and unpaid expenses and vendor costs existing at the time of such termination. If for any reason TDD terminates this Agreement, any portion of the Fee paid by you will be returned to you within thirty (30) calendar days. If for any reason you terminate this Agreement, TDD will be entitled to payment by you of the following:

- • *ten percent (10%) of the Fee, if you notify TDD of termination before the expiration of thirty (30) calendar days after you sign this Agreement;*
- • *fifty percent (50%) of the Fee, if you notify TDD of termination within the period thirty-one (31) to one hundred and twenty-one (121) days after you sign this Agreement; or*
- • *one hundred percent (100%) of the Fee, if you notify TDD of termination one hundred and twenty-one (121) days after you sign this Agreement.*
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- Event postponement:
Should you wish to postpone your event, the Julian Leaver Events cancellation policy still applies. Payments on account are non-refundable and payments required to complete the project will be due per the contracted retainer schedule. All invoices are to be paid as planned for two very important reasons:
 - With full collection of payment, Julian Leaver Events can continue to secure vendors necessary to move forward with another date and will be able to maintain revenue in order to navigate the cancellation policies for each vendor with the strongest negotiating power possible.
 - Julian Leaver Events is a small planning operation. For our company to continue to successfully produce events, we require financial stability through planned event contracts and incoming revenue. We must continue to maintain smart business practices to protect the livelihood of our company and contractors, as well as to create an incredible event experience for our clients.

Important Notes:

- Postponing an event will require analysis of every vendor's participation. Clients can expect incremental price increases applied to their event's total due to product/rental re-stocking fees, shipping and handling fees, and labor losses, which will be analyzed for each Event and reviewed with the Client.
- Mutually agreed upon dating: Clients who postpone their Event must be aware that selecting an alternative date that is available for every contracted vendor will be challenging. Our goal will be to select a date in which a majority of the originally contracted vendors are available and move forward with this date. Clients can expect that vendors unavailable for the new date will require full payment as a "loss of business" and a new vendor will also need to be contracted to fulfill that element.

3. Future Events

While we do not foresee future challenges at this time, we are keeping a close eye on potential market effects and will remain in constant communication. Please refer to your Julian Leaver Events Services Agreement, as Julian Leaver Events will continue to follow this outline for retainer schedule.

From my family to yours, we hope for good health, understanding, and open communication as we all navigate this challenging time together. I am here to support you and truly want to create an incredible experience for you and your guests. Should you have any questions or concerns regarding your upcoming event please contact me at any time.

All our Best,



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