



YOUR PICNIC, BEAUTIFULLY PLANNED

The Picnic Loft Luxury Booking Policies

Welcome to The Picnic Loft!

We're so happy you're considering us for your special experience. Our goal is to make your celebration feel beautiful, effortless, and thoughtfully planned from beginning to end.

To help everything run smoothly, we've put together these booking policies so you'll know exactly what to expect before your event. We encourage you to review them before booking, and if you have questions, we're always happy to help.

These policies allow us to properly prepare for your experience, protect your reserved date, and provide the level of service every Picnic Loft guest deserves. Thank you for trusting us to be part of your special moment.

BOOK

Reserve your date with the required non-refundable deposit.

PLAN

Confirm your location, timing, access, and event details.

ENJOY

Relax and enjoy your experience while we handle the setup.

Effective August 29, 2026

By booking and submitting payment, the client acknowledges and agrees to these policies.

Reservations & Deposit

A non-refundable deposit is required to reserve your date and time. Your reservation is not secured until the required deposit is received. Your deposit is applied toward the total cost of your experience.

Final Payment

The remaining balance is due no later than 48 hours before your scheduled event unless The Picnic Loft approves a different arrangement in writing. The required balance must be paid before services are provided.

Flexible Payment Options

Flexible payment options are available through eligible invoice payment methods. Approval for third-party financing is determined by the payment provider. Using a payment plan does not change The Picnic Loft's required payment deadline unless a different deadline is approved in writing.

Rescheduling

One reschedule is allowed when requested at least 3 days before the event. The new date is based on availability. Additional reschedule requests require a new booking and deposit.

Indoor & Outdoor Picnics

The Picnic Loft offers both indoor and outdoor picnic experiences. Your picnic does not have to be outdoors. You can choose an indoor picnic from the beginning, regardless of the weather, as long as the space is large enough for your booked setup and the venue, property owner, or management permits the setup.

Indoor setups are always an option. You do not need bad weather to choose an indoor picnic.

Weather & Outdoor Events

If rain, severe weather, unsafe ground conditions, or another weather change affects an outdoor picnic, your experience can be moved indoors when you provide an approved indoor space large enough for your booked setup. If an appropriate indoor space is not available, your experience can be rescheduled according to our rescheduling policy.

Weather backup: If your original outdoor plan changes because of weather, please share your approved indoor backup location as early as possible so we can prepare the correct setup plan.

Cancellations

Deposits are non-refundable. If you cancel your event, payments already made are handled according to the booking terms and any written agreement connected to your reservation. Please notify The Picnic Loft as soon as your plans change.

Arrival, Setup & Event Timing

You must make sure the agreed location is accessible during the scheduled setup window. The Picnic Loft arrives before the event start time as needed for unloading, staging, and setup. Your experience begins and ends at the agreed times unless an extension is approved.

Service Confirmation Required

Before The Picnic Loft leaves the event location after completing the setup, the client must send confirmation by text message or email that the booked setup and service have been received. This confirmation acknowledges that The Picnic Loft completed and delivered the setup at the agreed event location. The Picnic Loft will not leave the event location until the required confirmation is received by text message or email.

Please be available at setup completion. A quick text or email confirmation is required before our team leaves the setup location.

Location Access & Travel

Clients must provide accurate location details and reasonable access for unloading and setup. A travel fee of \$1.50 per mile round trip applies to locations beyond 25 miles from Uptown Charlotte. Travel charges are communicated before the event.

Large Setup Logistics

A mandatory \$150 Logistics Fee applies to large or equipment-heavy setups. This fee covers the additional transportation, loading, unloading, labor, and setup requirements involved with larger experiences.

Permits & Venue Rules

The client is responsible for confirming whether a park, venue, apartment community, rental property, or other location requires permission, a reservation, permit, or fee unless The Picnic Loft specifically agrees in writing to handle it. All relevant venue rules must be disclosed before the event.

Decor, Rentals & Equipment

All decor, furnishings, tableware, props, signs, structures, and equipment supplied by The Picnic Loft remain the property of The Picnic Loft. Guests must use all items with reasonable care. The client is responsible for repair or replacement costs for loss, misuse, excessive staining, or damage beyond normal wear.

Food, Beverages & Alcohol

The Picnic Loft does not provide or include food or beverages. Clients can provide their own food and beverages and are responsible for following the rules of their selected venue. The Picnic Loft does not provide alcohol.

Photography & Content

The Picnic Loft requests permission before using identifiable client or guest images for our portfolio, website, or marketing. Completed setups can be photographed or recorded for business content. Please communicate any privacy requests before your event.

Setup Changes & Substitutions

Your design is prepared around your selected package, color palette, available inventory, location, and event conditions. If a minor substitution is necessary because of availability or conditions, The Picnic Loft will preserve the overall style and value of your booked experience.

Safety & Unforeseen Conditions

The Picnic Loft can modify, relocate, delay, or discontinue any part of a setup when conditions create a safety risk to guests, staff, or equipment. This includes severe weather, unsafe ground conditions, restricted access, venue intervention, or circumstances outside of our reasonable control.

Before Your Event

- Review your invoice and selected package.
- Confirm whether your picnic will be indoors or outdoors.
- Confirm your event address, start time, and access instructions.
- Confirm add-ons and all applicable travel or logistics fees.
- Secure any required venue or property permission.
- Pay your remaining balance by the stated deadline.
- Share requested changes and weather backup details as early as possible.
- Be available at setup completion to send the required service confirmation by text message or email before The Picnic Loft leaves the event location.

We're here to help.

If you have questions about your booking, location, indoor setup, weather plan, service confirmation, or event details, please reach out through The Picnic Loft's official website or the contact method shown on your booking confirmation. Clear communication helps us make your experience as smooth and beautiful as possible.

Policy note: These are The Picnic Loft's general customer-facing policies and can be updated as services or requirements change. For a specific reservation, the terms shown on the applicable invoice, booking confirmation, or signed agreement control if they differ from this guide.