Invoice Messaging and Policies

Here’s your invoice along with a few of our policies and reminders we’d like you to review. Let us know if you have any questions or concerns!

**DXF Customized Experiences and City Institute Learning Journey Policies:**

**Invoice Payment Timeline:** Within two weeks of receiving this invoice, a 50% non-refundable partial payment of the invoice total is required to secure the experience. Tours and experience dates are finalized only once the non-refundable invoice partial payment is received. All invoices must be paid in full prior to the start of the event, unless noted otherwise.

**Payment Methods:** Pay online with a credit card via QuickBooks by following the link on this invoice. If paying by check, please make checks payable to the Detroit Experience Factory and mail to 440 Burroughs - Suite #332, Detroit, MI 48202.

**Tour Guide Gratuity:** Tour guide gratuity is not included in the invoice price. Please notify us if you'd like to add gratuity to this invoice total before making your payment.

**Liability Policy:** DXF assumes no liability for injury, damage, loss, accident, delay or irregularity which may be occasioned through the acts or default of any company or person engaged in carrying out arrangements of the tour. Any food or drink is supplied by the establishment in which it is consumed.

**Late Payment Policy:** If we have not received your full payment in our office by the date of the tour, there will be a late payment fee of $20 + 4% of the total invoice applied each month the invoice remains overdue. The 4% fee is applied if the invoice remains overdue.

**Rescheduling Policy:** We require a minimum 24 hour rescheduling notice. Partial payment refunds will not be given for tours or experiences rescheduled. If necessary, tours and experiences may be rescheduled for a later date according to availability. If you'd like to reschedule the tour or experience with less than 24 hours notice, you will be subject to a rescheduling fee.

**Cancellation Policy:** We require a minimum 24 hour cancellation notice. Partial payment refunds will not be given for cancelled tours or experiences. Partial payments received will be applied to a future date within the calendar year of that scheduled booking, except when transportation is ordered. Additionally,

Updated: May 1st, 2020
if a tour or experience is missed or canceled with less than 24 hours notice, the client is subject to a
cancellation fee. Refunds for canceled transportation will be made according to the policy of the
transportation provider.

**Other DXF Service Policies (i.e. Donations, Product Purchase, Gift Card Purchase or Public Tour Tickets):**

**Invoice Payment Timeline:** Full payment is due upon receipt of your invoice. Pay online via QuickBooks
by following the link on this invoice. If paying by check, please make checks payable to the Detroit
Experience Factory and mail to 440 Burroughs - Suite #332, Detroit, MI 48202.

By clicking the below invoice link and submitting the partial payment, you are acknowledging our
policies and fees.

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