

Privacy Policy

Effective Date: January 1, 2026

Events at Serenity ("Events at Serenity," "Serenity," "we," "our," or "us") respects your privacy and is committed to protecting the information you provide when visiting our website, booking an event, purchasing tickets, registering for classes or activities, or communicating with us.

This Privacy Policy explains how we collect, use, disclose, and protect your information.

1. Information We Collect

Information You Provide

We may collect information you voluntarily provide, including:

- Name
- Email address
- Phone number
- Mailing address
- Event details and preferences
- Guest counts and planning information
- Payment information (processed through secure third-party providers)
- Information submitted through contact forms, inquiry forms, registrations, surveys, or questionnaires

Information Collected Automatically

When you visit our website, we may automatically collect:

- IP address
- Browser type
- Device information
- Pages visited
- Referral source
- Website usage data
- Cookies and similar tracking technologies

2. How We Use Your Information

We use your information to:

- Respond to inquiries
- Schedule tours and consultations
- Process event bookings and registrations
- Process payments and invoices
- Communicate regarding your event or services
- Send confirmations, reminders, and updates
- Provide customer support
- Improve our website and services
- Conduct marketing and promotional activities
- Comply with legal obligations
- Protect the security of our business and website

3. Email and Text Communications

By providing your email address or phone number, you consent to receive communications related to:

- Event inquiries
- Event planning
- Appointment confirmations
- Payment reminders
- Service updates
- Promotional offers and announcements

You may opt out of promotional emails at any time by clicking the unsubscribe link in our emails.

You may opt out of text messages by replying STOP.

Consent to receive marketing communications is not a condition of purchasing services.

4. Payment Processing

Payments made through our website or booking systems are processed by third-party payment providers.

Payment processors maintain their own privacy and security policies.

5. Cookies and Tracking Technologies

Our website may use cookies, analytics tools, pixels, and similar technologies to:

- Improve website functionality
- Understand visitor behavior

- Measure marketing effectiveness
- Customize user experience

You may disable cookies through your browser settings; however, some website features may not function properly.

6. How We Share Information

We do not sell your personal information.

We may share information with trusted third parties who assist us in operating our business, including:

- Website hosting providers
- Booking and CRM platforms
- Payment processors
- Email marketing services
- Event registration platforms
- Professional advisors
- Law enforcement or government authorities when legally required

These service providers are authorized to use your information only as necessary to perform services on our behalf.

7. Event Photos and Media

Events at Serenity may photograph or record activities occurring at public events, classes, open play sessions, bridal shows, and community events.

Photos and videos may be used for:

- Social media
- Website content
- Marketing materials
- Promotional campaigns

If you do not wish to appear in promotional materials, please notify us in writing before attending the event whenever possible.

Private event clients may request additional privacy considerations subject to written agreement.

8. Children's Privacy

Our website is not directed toward children under 13 years of age.

We do not knowingly collect personal information directly from children under 13 without parental consent.

Parents who believe a child has provided personal information may contact us to request removal.

9. Data Security

We implement reasonable administrative, technical, and physical safeguards to protect personal information from unauthorized access, disclosure, alteration, or destruction.

While we strive to protect your information, no internet transmission or electronic storage method can be guaranteed completely secure.

10. Your Rights

Depending on your state of residence and applicable law, you may have the right to:

- Request access to your information
- Request correction of inaccurate information
- Request deletion of certain information
- Withdraw consent for marketing communications
- Request information regarding how your data is used

To make a request, please contact us using the information below.

11. Third-Party Links

Our website may contain links to third-party websites.

We are not responsible for the privacy practices, content, or policies of those websites.

We encourage you to review their privacy policies before providing personal information.

12. Changes to This Privacy Policy

We may update this Privacy Policy periodically.

Any changes will be posted on this page with an updated effective date.

Continued use of our website after changes are posted constitutes acceptance of the revised policy.

13. Contact Information

Events at Serenity

Website: yourserenity.net

For questions regarding this Privacy Policy or requests concerning your personal information, please contact us through the contact information listed on our website.

SMS Terms & Conditions

Effective Date: January 1, 2026

Events at Serenity SMS Terms & Conditions

By providing your mobile phone number and opting in to receive text messages from Events at Serenity, you agree to the following SMS Terms & Conditions.

1. Consent to Receive Messages

By opting in, you consent to receive text messages from Events at Serenity regarding:

- Event inquiries
- Tour scheduling and confirmations
- Appointment reminders
- Event planning updates
- Booking information
- Payment reminders
- Customer support communications
- Promotional offers and announcements
- Community events, classes, and special activities

Consent to receive text messages is not a condition of purchasing any products or services.

2. Message Frequency

Message frequency varies based on your interactions with us, upcoming events, appointments, registrations, and promotional preferences.

You may receive additional messages related to active event planning, bookings, or customer service requests.

3. Message and Data Rates

Standard message and data rates may apply according to your wireless carrier plan.

Events at Serenity is not responsible for any messaging or data charges imposed by your mobile carrier.

4. Opting Out

You may opt out of SMS communications at any time by replying:

STOP

After opting out, you will receive a confirmation message and will no longer receive marketing text messages from us.

Please note that we may still contact you regarding active contracts, scheduled events, payment obligations, or other transactions when permitted by law.

5. Help and Support

For assistance, reply:

HELP

You may also contact us through our website:

www.yourserenity.net

6. Supported Carriers

Message delivery is subject to your mobile carrier's availability and network conditions.

Mobile carriers are not liable for delayed or undelivered messages.

7. Privacy

Your privacy is important to us.

Information collected through our SMS program is subject to our Privacy Policy.

We do not sell your personal information to third parties.

For more information, please review our Privacy Policy.

8. Eligibility

You must be at least 18 years old or have permission from a parent or legal guardian to participate in our SMS communications program.

9. Changes to Terms

Events at Serenity reserves the right to modify these SMS Terms & Conditions at any time.

Updates will be posted on our website with a revised effective date.

Continued participation in our SMS program constitutes acceptance of any revised terms.

Data Sharing

- Customer data is not shared with 3rd parties for promotional or marketing purposes.
- Mobile opt-in and consent are never shared with anyone for any purpose. Any information sharing that may be mentioned elsewhere in this policy excludes mobile opt-in data.

Events at Serenity Messaging Terms and Conditions

1. The messaging program consists of general conversational messaging to answer questions and provide support to customers.
2. You can cancel the SMS service at any time. Just text 'STOP' to the phone number from which you received messages. After you send the SMS message 'STOP' to us, we will send you an SMS message to confirm that you have been unsubscribed. After this, you will no longer receive SMS messages from us. If you want to join again, just sign up as you did the first time and we will start sending SMS messages to you again.
3. If you are experiencing issues with the messaging program you can reply with the keyword HELP for more assistance, or you can get help directly at hello@yourserenity.net.
4. Carriers are not liable for delayed or undelivered messages.
5. As always, message and data rates may apply for any messages sent to you from us and to us from you. Message frequency will vary based on communication needs. If you have any questions about your text plan or data plan, it is best to contact your wireless provider.
6. If you have any questions regarding privacy, please read our privacy policy contained in the rest of this document/page.

10. Contact Information

Events at Serenity

Website: www.yourserenity.net

For questions regarding these SMS Terms & Conditions, please contact us through the contact information listed on our website.

Website Terms of Use

Effective Date: June 18, 2026

Welcome to the Events at Serenity website ("Website"). These Terms of Use govern your access to and use of our Website, services, online forms, ticket sales, event registrations, and related content.

By accessing or using this Website, you agree to be bound by these Terms of Use. If you do not agree to these terms, please do not use our Website.

1. About Us

This Website is owned and operated by **Events at Serenity** ("Events at Serenity," "Serenity," "Serenity Event Center", "SAPA", "we," "our," or "us").

The Website provides information about our venue, events, classes, services, ticket sales, event registrations, and related offerings.

2. Eligibility

By using this Website, you represent that:

- You are at least 18 years of age, or

- You are using the Website with the consent and supervision of a parent or legal guardian.

You agree to use the Website only for lawful purposes.

3. Website Content

All content on this Website, including but not limited to:

- Text
- Images
- Graphics
- Logos
- Videos
- Designs
- Marketing materials
- Downloadable resources

is owned by or licensed to Events at Serenity and is protected by applicable intellectual property laws.

You may not copy, reproduce, distribute, modify, publish, or commercially exploit any content without our prior written consent.

4. User Conduct

You agree not to:

- Use the Website for unlawful purposes
- Attempt to gain unauthorized access to any systems or accounts
- Upload viruses or malicious code
- Interfere with Website operations
- Submit false or misleading information
- Impersonate another person or business
- Use automated systems to collect information from the Website

We reserve the right to restrict or terminate access for users who violate these terms.

5. Event Information and Availability

We make every effort to ensure information on our Website is accurate.

However, event details, pricing, availability, schedules, promotions, and offerings may change without notice.

Submission of an inquiry form, registration form, or booking request does not guarantee availability or reservation of services.

Reservations are not confirmed until all required agreements, deposits, and payments have been completed.

6. Ticket Sales and Event Registrations

Tickets, registrations, and event reservations may be subject to additional terms provided at the time of purchase.

Unless otherwise stated:

- Tickets are non-refundable.
- Registrations may be transferable at our discretion.
- Events may be canceled, postponed, rescheduled, or modified due to circumstances beyond our control.

If an event is canceled by Events at Serenity, any available refund or credit options will be communicated at that time.

7. Payments

Payments processed through our Website may be handled by third-party payment processors.

By making a payment, you represent that:

- You are authorized to use the payment method provided.
- The information submitted is accurate and complete.

Events at Serenity is not responsible for errors caused by third-party payment providers.

8. Photographs and Media

Public events, classes, workshops, open play sessions, bridal shows, and community activities may be photographed or recorded.

By attending such events, you grant Events at Serenity permission to use photographs, video recordings, and likenesses for:

- Social media
- Marketing materials
- Advertising
- Website content
- Promotional purposes

Guests who prefer not to appear in promotional materials should notify us in writing before attending whenever possible.

Private event media rights may be governed by separate agreements.

9. Third-Party Links

This Website may contain links to third-party websites or services.

These links are provided for convenience only.

Events at Serenity does not control or endorse third-party websites and is not responsible for their content, policies, products, or services.

Your use of third-party websites is at your own risk.

10. Disclaimer of Warranties

This Website is provided on an "as is" and "as available" basis.

Events at Serenity makes no warranties, express or implied, regarding:

- Website availability
- Accuracy of information
- Reliability of content
- Security of the Website
- Fitness for a particular purpose

We do not guarantee uninterrupted or error-free operation of the Website.

11. Limitation of Liability

To the fullest extent permitted by law, Events at Serenity shall not be liable for any indirect, incidental, special, consequential, or punitive damages arising from:

- Use of the Website
- Inability to access the Website
- Errors or omissions in Website content
- Third-party services
- Unauthorized access to user information

Our total liability shall not exceed the amount paid, if any, by the user for the specific service giving rise to the claim.

12. Indemnification

You agree to indemnify and hold harmless Events at Serenity, its owners, employees, contractors, volunteers, and representatives from any claims, damages, liabilities, losses, or expenses arising from:

- Your use of the Website
 - Your violation of these Terms of Use
 - Your violation of applicable laws or regulations
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13. Privacy

Your use of the Website is also governed by our Privacy Policy and SMS Terms & Conditions, which are incorporated into these Terms of Use by reference.

14. Accessibility

Events at Serenity is committed to making reasonable efforts to ensure our Website is accessible to all users.

If you experience difficulty accessing any part of our Website, please contact us so we may assist you.

15. Changes to These Terms

We reserve the right to modify these Terms of Use at any time.

Updated versions will be posted on this page with a revised effective date.

Continued use of the Website after changes are posted constitutes acceptance of the revised Terms.

16. Governing Law

These Terms of Use shall be governed by and construed in accordance with the laws of the State of Louisiana, without regard to conflict of law principles.

Any disputes arising from these Terms or use of the Website shall be resolved in the appropriate state or federal courts located in Louisiana.

17. Contact Information

Events at Serenity

Website: www.yourserenity.net

Questions regarding these Terms of Use may be submitted through the contact information provided on our Website.

Last Updated: June 18, 2026