

Please, read carefully!

****Deposit Must be made to reserve your date and time!****

*****If for any reason, you are not ready to proceed with your party or event at the agreed upon time in this contract, we will not stay longer than the time agreed upon. If you wish to reschedule your reservation, there will be a \$50.00 rescheduling fee. If you do not reschedule at least 3 days before your reservation, other fees may apply, in addition to the rescheduling fee. You can reschedule up to 1 calendar year from the original scheduled reservation before funds will be forfeited.*****

Reminder: 10% off your next booking when you refer someone!

Highest Quality Materials: Our face paint is FDA approved as a make-up and can be removed with soap and water.

Disclaimer: It is mutually understood that candy is a “Choking Hazard”. It is at the discretion of each performer not to provide candy to children 5 years old and younger. The customer takes full responsibility for any injury’s or legal actions.

Disclaimer:

ALL DEPOSITS MADE ARE NON-REFUNDABLE: Please note that it is not our intention to violate any copyright laws, so we attempt to make our characters different from well known, licensed, patented and or copyrighted characters using uniquely designed costumes and names of our own characters. Should you have the need for any licensed, patented/copyrighted characters at your event, we ask you to please contact the company/copyright licensed holders for your specific targeted character. We do not offer any licensed costumed characters from TV or movies. It is not our intention to violate any copyright laws. The characters that we offer are NOT name brand copyrighted characters and are named of our own creation. Any resemblance to nationally known copyrighted characters is strictly incidental.

If you have any questions regarding this issue, we encourage you to contact us.

In addition, we will only accept bookings from individuals who are aware that we DO NOT offer nor represent any licensed characters from TV or movies. We DO NOT sell or rent costumes.

WHAT IF I’M NOT SATISFIED WITH MY PARTY CHARACTER?

Should any concerns arise with regards to our services or the quality of our services rendered we require that you to contact us while the entertainer is present at your event. This allows us an opportunity to make any adjustments therefore resolving any issues. Once the entertainer leaves your event it is mutually assumed and agreed that you, as the customer, were satisfied with our services.

Frequently Asked Questions

HOW LONG IN ADVANCE SHOULD I BOOK? We suggest booking at least 6-8 weeks in advance. It’s not mandatory that you book 6-8 weeks in advance, however,

time slots become filled and entertainers become booked. Should you have a last minute booking, please call us immediately to see if we can accommodate your request.

HOW MUCH DO YOU CHARGE? Our prices are based on different factors.
IS THERE A DEPOSIT REQUIRED TO BOOK? Yes, in order to reserve your date and time we require a non-refundable deposit at the time of booking. Required deposits vary depending mostly on the location of your party and the notice given. We accept all major credit cards. Currently we do not accept personal checks nor money orders.

ALL DEPOSITS ARE NON-REFUNDABLE.

HOW FAR DO YOU TRAVEL? We cover a very large area. Please call us to see if we service your city/town.

WHAT VENUES WILL YOU ENTERTAIN AT? We are willing and able to entertain at all venues. Please be aware that some venues have their own restrictions and guidelines. Please check with your venue to see if they allow outside entertainment before booking with us. All deposits are non-refundable.

OUTDOOR PARTY POLICY? Outdoor venues are always welcome! However, if you are planning an outdoor party, please have a backup plan in the event of bad weather. Since the costumes and wigs worn by the performers are extremely delicate, it is preferred to have a covered or shaded area for some if not all activities. As outdoor venues are much more difficult for our performers and require that our costumes go through a rigorous cleaning process after being exposed to outdoor elements, we may charge a \$20 flat fee per performer per party for all exclusively outdoor party venues, such as parks and backyards. Please let us know upon booking if your venue is outdoors. Any parties that are held exclusively outdoors may be assessed this \$20 fee/performer. Thank you for your understanding and cooperation!

AM I RESPONSIBLE FOR PARKING? We request that you please save a spot for your performer(s) to park in the driveway or in front of the event location. We appreciate having a safe and easy access into the party site with all materials. Our performers also greatly appreciate having party hosts help carry supplies into and out of parties, as some of our gowns/costumes are hard to maneuver in. The client is responsible for any costs associated with parking. ie meter, garage fee or paid parking lot. Client is responsible to reimburse our entertainer for the cost of parking upon arrival.

WHAT HAPPENS IF A GUEST BECOMES ILL, UPSET OR MISBEHAVES? The party character is only responsible to entertain the children at your party. Any behavior or health issues with children must be taken care of by a parent or party host. Good behavior is always promoted, it is the responsibility of the host/hostess to monitor and take charge of any children who are not behaving. If a child/adult at your party exhibits inappropriate, abusive or rude behavior, our entertainer can leave with or without notice. It is the responsibility of the client to be in control of the guests at the event while our entertainer is present.

DOES IT MATTER HOW MANY GUESTS I INVITE? We cater to all parties no matter the size. Extra fees may be incurred with parties including more than 25 children.

WHAT IF MY GUESTS ARRIVE LATE? All party visits **MUST** begin at the scheduled time agreed to by the client at the time of the booking and will end upon the agreed duration time. All events are based on a schedule and work best when all guests arrive on time. Late guests are welcome to join in upon arrival. Once our entertainer arrives at the event, they will be ready to begin. Our entertainers are not required to wait till your guests arrive in order to begin the visit. It is the client's responsibility to make sure to schedule the correct time of the visit and that their guests are on time.

WHAT DOES THE CHARACTER BRING TO THE PARTIES? Our party packages do vary. Please call us for more information.

WHAT DO I NEED TO PROVIDE FOR THE PARTY? This is totally up to you. Some clients like to provide more than other clients. We bring everything that our entertainer will need for the visit based upon the package purchased, accordingly, the client may need to provide an electrical outlet.

WHAT CAN I DO TO ENSURE THAT THE PARTY GOES SMOOTHLY?

- 1) Please try to reserve a close parking spot for the performer, so she/he will not have to fight to find parking, walk far or be delayed in any way.
- 2) Have water available for the character to drink throughout the visit.
- 3) Have a room or area for our entertainer to change in if needed.
- 4) Have a power outlet available for us to use for our radio. If there is not one available close to where you are having us do the visit, please supply an extension cord for us. That way we can have the music nearby. We bring a stereo/boom box for your convenience.
- 5) If you are planning an outside party, make sure the area is guarded from heat/sun, or from any wet weather. Be sure to make us aware of all exclusively outdoor venues ahead of time to make proper arrangements.

6) Have a clean, dry, shaded area for the visit, free of dirt, mud, water and any other bad weather conditions that may cause damage to costumes or inhibit our entertainers from performing.

7) Be available to aid your party character at all times. Keep close watch of children and guests throughout the visit.

8) Have your cameras ready throughout the party, you don't want to miss any special moments of your child and guests with our party characters!

WHAT IS YOUR CANCELLATION/ RESCHEDULING POLICY? If you decide to cancel the visit after you book with us you agree to forfeit your deposit. All deposits are non-refundable. If you give us at least 72 hours notice prior to the day of your party you may postpone the visit. You have up to one year to reschedule your party. If you have to reschedule later than 72 hours there will be a \$50 rescheduling fee.

DO YOUR ENTERTAINERS ACCEPT GRATUITY? Absolutely! The entertainers that serve you are all well trained and make it their number one priority to ensure your party is a success. Gratuity is not included in the total of your package price, so if you want to show your entertainer that you loved their performance, gratuity is a great way of doing so. Though it is not expected, it is always appreciated and is definitely customary in this industry. Tipping an entertainer is just like tipping a waiter or waitress; Gratuity is between 15%-20% of your package total is a typical tip amount and is appreciated.

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