



## Client Terms & Conditions-Parties

1) **Contract:** Client agrees to the following terms & conditions.

2) **Deposit:** A 50% booking retainer is due at the time of booking to secure your party or event date. You have 48 hours from submitting your booking form to receive a full refund of your booking deposit should you wish you cancel for any reason. If services are cancelled after 48 hours from receiving your deposit, your full booking retainer is non-refundable. The booking retainer may be used to reschedule the party in event of cancellation up to one year.

3) **Remaining Payment:** The remainder of the payment is due sometime during the duration of the party. Cash or check payable to Mary Peterson is accepted. Tipping your performer is appreciated but never required.

4) **Additional Children:** Each party has a recommended limit for number of children in attendance. This allows for quality interaction and a stress-free performance from our characters. Client agrees that the number of children stated on the Booking Form is truthful as this allows *Enchanted Castle Parties* and the Performer to plan a party itinerary that will keep all children engaged and entertained for the entire booked time. If the number of children exceeds the disclosed number provided by the Client, the performer has permission to alter the itinerary of activities as she or he sees fit in order to complete the party within the agreed time.

5) **Additional Time:** Client understands that a timely departure is necessary in order for the Performer to safely commute to her or his next event. If a Client wishes a Performer to stay longer than the booked time, the Client must discreetly pull performer away from the children and other guests to discuss the matter. Staying additional time is at the discretion of the Performer. There is a 15-minute grace period that the performer may stay to complete activities. After the initial 15- minute grace period is over, the Performer must be paid \$30 in cash for each additional 15 minutes she or he stays. If payment for additional time is not collected the Performer will leave. If a Performer foresees that a party could run longer than expected, she or he may pull the parent aside and discreetly ask if the parent would like the performer to stay longer.

6) **Smoking:** The costumes and property of *Enchanted Castle Parties* are very valuable and will not be subject to smoke of any kind which can damage the costume.

7) **Cancellations & Rescheduling:** Princesses and princes get sick too. *Enchanted Castle Parties* does NOT schedule a backup performer for any events. In the event of bad weather, serious illness, or another unforeseen emergency, *Enchanted Castle Parties* reserves the right to cancel the event. In that case, *Enchanted Castle Parties* will provide a full refund to the Client as well as a voucher for 50% off a future party.

If the Client wishes to reschedule a party due to any reason, the Client must notify *Enchanted Castle Parties* via text or email at least 4 hours before the scheduled event time. If proper notice is given to *Enchanted Castle Parties*, the Client may reschedule the event for a date up to a year from the original event date based on availability. There is no fee to reschedule your party or event, however, an event can only be rescheduled once. If the Client fails to provide proper notice, the event is simply canceled and *Enchanted Castle Parties* will keep the 50% booking retainer.

8) **Activities:** All activity options are listed on website. Unless requested for alternative activity options, the Performer(s) will perform the Package activities listed under your party package.

9) **Changes to Party Activities:** All activities will be finalized no later than 24 hours of party date.

10) **Changes to Party Start Time:** Changes in party start time by request of the Client will be accommodated at the discretion of the booking team and are based on availability. Any changes must be made within 24 hours of party date.

11) **Changes to Party Length:** Changes in party length by request of the Client will be accommodated at the discretion of the booking team and are based on availability. Any changes must be made within 24 hours of party date.

12) **Location:** Proper accommodations will be provided to the Performer. If rain occurs and the event has been scheduled outdoors, it is the responsibility of the Client to arrange for an indoor event. For extreme heat and cold, we recommend holding your party indoors. Activities may be affected depending on the conditions.

13) **Allergies:** Client must inform *Enchanted Castle Parties* of any allergies to food or products such as nail polish, latex, acrylics, temporary tattoos, or face paints prior to event or party. Client understands that *Enchanted Castle Parties* is not responsible for any injuries or allergic reactions that occur at your event.

14) **Pets:** ALL pets, no matter how friendly, must be contained away from the party area.

15) **Damage:** We understand that accidents happen, however, the Client may be held responsible for any damage deemed EXCESSIVE to costumes and property of *Enchanted Castle Parties*

during Client's event. The cost to replace/repair damaged/broken costumes or materials will be billed to the Client.

16) **Discipline and Non-Participation:** The Performer is responsible for the flow of the event and activities. The Client is responsible for monitoring disruptive behavior and attending to any child who does not want to participate.

17) **Adults at Event:** We ask that the parent(s) or guardian(s) or the birthday child please stay for the duration of the party to attend to the possible needs of the children. Adults are welcome to stay and enjoy the performance, but we ask that onlookers keep the noise level to a minimum so the children do not get distracted and can adequately hear instructions from the Performer.

18) **Performer Preference:** A Client's performer request is based on availability of performer and is not guaranteed.

19) **Liability:** The Client agrees to hold and keep harmless *Enchanted Castle Parties* and its Performers from any and all property damages and/or bodily injury damage caused by the Client's guests. Client agrees to not hold *Enchanted Castle Parties* responsible for inclement weather or other Acts of God that may cause delayed start time of the event.

20) **Safety:** Our performers are trained to always keep the safety of your guests in mind. If ever there is a situation where the performer(s) feels unsafe, they will address the issue with the parent/guardian. If the issue is not resolved, the performer will leave.

21) **Travel Fee:** There is an additional travel fee of \$1.50 per mile for any distance that exceeds the 20-mile radius from Wyoming, Minnesota.