

Client Contract and Policies – Mermaid Parties

We are honored that you chose Southern Belle Princess Parties for your next event!

To ensure that your event is a success, please look over the information below. By processing your deposit and confirming your booking, you agree to the following terms and conditions. Thank you! We look forward to celebrating with you! Have a magical day!

1. **Contract:** By processing your deposit, Client agrees to the following terms & conditions.
2. **Deposit:** A 30% deposit is required at the time of booking to secure your party or event date. You have 24 hours from paying your deposit to receive a full refund of your booking deposit if you wish to cancel for any reason. Bookings and deposits are non-refundable after the initial 24 hour period. Payment must be made through PayPal.
3. **Balance:** Client agrees to pay the balance through PayPal. The total amount must be paid at MINIMUM 24 hours before your party. Your performer should be tipped for a job well done.
4. **Additional Children:** At 60 minute swimming parties we have a STRICT 7-child maximum policy. If more children are present the performer has every right to exit the pool. Adults should be watching their children at ALL times.
5. **Additional Time:** Client understands that a timely departure is necessary in order for the Performer to safely commute to his or her next event. If a Client wishes a Performer to stay longer than the booked time, the Client must speak to the manager at the party about the matter. Staying additional time is at the discretion of the performer/manager. If additional time is needed the manager must be paid an additional \$30 per additional 15 minutes. This must be paid in cash or via check at the time of the party

before the additional time begins. If payment for the additional time is not collected the performer will leave as planned. If a manager foresees that a party could run longer than expected, she or he may pull aside the parent and discretely ask if the parent would like the performer to stay longer.

6. **Smoking:** The costumes and property of *Southern Belle Princess Parties* are very valuable and will not be subject to smoke of any kind which can damage the costume/performer. If a guest is seen smoking at your party, the Client is expected to assure that the guest stops immediately.
7. **Cancellations & Rescheduling:** If we cancel on you for any reasons, we will provide a party FREE of charge. If a Client chooses to cancel a party due to weather or unforeseen circumstances or illness, the Client may reschedule the event for up to a month from the original event date based on availability. Events can be rescheduled once, free of charge, as long as the rescheduling happens at least 7 days in advance of the party. If Client wishes to reschedule less than 7 days before the party then Client will be subject to a 15% rescheduling fee. All can only be rescheduled once.
8. **Activities:** For swimming parties, the performer has the ability to change any and all activities as needed. For example, if more than 7 children are in the pool at a time the performer may have to do her activities from the side of the pool. Swimming parties include games, mermaid lessons, and singing.
9. **Changes to Party Activities:** All activities will be finalized no later than 24 hours before party. Change requests may not be available.
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 the party date. Client agrees not to hold Project Princess responsible for inclement weather or other Acts of God that may cause delayed start time to the event.

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 by 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. Water for each performer must be provided by Client. For extreme heat and cold, we recommend holding your party indoors. Activities may be affected depending on the conditions.
13. **Allergies:** Client must inform *Southern Belle Princess 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 *Southern Belle Princess Parties* is not responsible for any injuries or allergic reactions that occur at your event.
14. **Photo Release:** Any photos taken are hereby signed as release to be used by *Southern Belle Princess Parties* for website, social media, and promotional use. If you do not want any pictures of your party released you must specify this in your contact.
15. **Pets:** All pets, with the exception of service animals, must be contained away from the party area.
16. **Damage:** We understand that accidents happen, however, the client may be held responsible for any damage deemed EXCESSIVE to costumes and property of Southern Belle Princess Parties during Client's event. The cost to replace/repair damaged/broken costumes or materials will be billed to the Client. Keep in mind that water slides may not be the best thing to have at a princess party. If you event is outdoors and there is water involved, mud may damage the costumes.
17. **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. CHILDREN SHOULD NOT BE ALLOWED TO CLIMB OR HANG FROM THE MERMAID AT ANY TIME.

18. **Adults at Event:** We ask that the parent(s) or guardian(s) of 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.
19. **Performer Preference:** We do our best to cast every performer as accurately as possible. We will never send you a performer that does not resemble your character or share ethnic features with your character. A Client's performer request is based on availability of performers and is never guaranteed.
20. **Activities:** *Southern Belle Princess Parties* purposefully plans plenty of activities and games so that the performer never runs out of things to do with the children. If the Client has a request for the activity order preference they should make this known at least 24 hours before the party. If no preference is given, it is up to the discretion of the Performer to decide the activity order. All performers are trained to read the room and lead activities in the order they feel best suits the needs of their guests. The performer will do their best to complete all activities, however, if unforeseen circumstances do not allow all activities to be completed they may stay up to 10-minutes past the party end time to complete the activities are no additional cost.
21. **Liability:** The Client agrees to hold and keep harmless *Southern Belle Princess Parties* and its performers from any and all property damages and/or bodily injury damage caused by the Client or any/all guests. In any water activity, parents, children, and performer all choose to swim at their own risk. *Southern Belle Princess Parties*, its performers, and its CEO may not be held responsible for any medical incident.

22. **Safety:** Our performers are trained to keep the safety of your guests in mind at all times. If there is ever a situation where the performer(s) or manager(s) feel unsafe, they will address the issue with the parent/guardian/Client. If the issue is not resolved, the performer will leave. We hold the right to leave at any time due to safety concerns.

23. **Managers:** All performers will be accompanied by managers at every party (unless an act of God keeps the manager from being able to attend). The Manager's role is to assist the character and NOT to control children/guests.

24. **Your Event:** Party details will be sent in an email confirmation.