



Phone: (510) 838-0009

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Bay Area Party Characters Policies

- It is essential that we are informed of the amount of children attending the party and the age range to ensure the party runs as smoothly as possible. When planning your event, please count 5 minutes for each child for face painting, and 1 minute for each child for balloon twisting. We can help assist with planning, but parents are responsible for determining the amount of time they will need for their guests to participate in activities.
- Due to an overwhelming amount of same day cancelations, we can no longer accept the balance in full on the day of the party without deposits. **THERE ARE NO EXCEPTIONS.**
- All reserved dates or parties and events require a **\$75 Non-Refundable deposit** from our client, by making a deposit our clients recognizes the remaining balance our their booking and promise to make the appropriate payment in regards to our policies in full prior to performance. If your party deposit is more or less than \$75 you will receive an Invoice in your email to pay the deposit.
- If you hire more than 1 entertainer for your event, you will be responsible for paying the remaining balance for all the entertainers scheduled to be at your event once they have arrive.
- For no reasons are you excused from making your appropriate *On-site Payment* of the remaining balance and applied policies in full. Attempting to make a payment of anything less than full is not acceptable under any reasoning (ex. your party is running late, venue will not permit performance, etc.) and proper action will be taken. Therefore once your event is booked and your performer(s) arrive, you are responsible for paying for the remaining balance of your book event.
- On the day of the party the remaining balance is payable to the performer in (1) **CASH ONLY** (2) **BEFORE THE PARTY STARTS** Please have payment ready in cash at your event.
- If for any reason your payment is delayed (ex. need to go to an ATM, get cash, or collect money from friends and family members etc.) **YOU WILL BE CHARGED** for the extra time that the performer is waiting to start their performance, or for the additional performance time requested after the scheduled time-frame. (\$25 each fraction of 15 minutes.) Once the balance is received, performers will begin their scheduled performance.
- We want to maintain a professional performance throughout, so we ask that you place payment in a sealed envelope labeled "Bay Area Party Characters" so the guests do not see the performers exchange cash.

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- Travel Fee: \$25**
- Reg. Service Area**

- **SAFETY GUIDELINES:** please make sure your party is located in a safe environment for entertainers and Children. At times children and adults demonstrate challenging behavior which may become an obstacle to performers and guest. It would be unfortunate to guest and our clients receive anything less than the high quality entertainment our performers provide. Please give attention to guest as needed to ensure your performers and guest are not harassed, poked, punched, kicked or harmed.
- An easily identifiable *adult point of contact* must be present at all performances. We require a parent/responsible adult be present at all times during the event. If a parent is not within view at all times, we reserve the right to end the performance immediately. If children make it hard to perform, it will take away performance time. Please monitor guests' behavior.
- Lewd or vulgar behavior (including "inappropriate dancing") directed toward the character or character host will not be permitted. Any such behavior will immediately terminate the performance. The event host is responsible for monitoring guests and providing a safe environment.

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- **Cancellation Policy:** Once you book a day and time for your child's party, we will save that time for you in our schedule. After the party is booked, the space is being held and the balance (CASH ONLY) is due on the day of the event.
- Because we depend on bookings for our livelihood, **if you cancel your party we must retain the booking deposit.** However, "life happens" and sometimes plans change, so it is Bay Area Party Characters' general policy to **not charge for a rescheduling bookings.**
- We do our best to accommodate changes requested with at least **48 hours** notice. If you call with less than 48 hours of notice, we may not be able to replace the spot your party leaves in our schedule and the cancellation policy *must apply*.
- **Premium Dates/Times – The following dates will incur an additional charge of \$50 per hour:**
New Year's Eve & Day, Good Friday & Easter Weekend, Mother's Day, Memorial Day Weekend, Father's Day, 4th of July Weekend, Labor Day Weekend, Thanksgiving through the weekend after and December 24th-31st.
- We offer no characters from TV or Film. We only have professional theatrical costumes. It is not our intention to violate any copyright laws. The characters that we offer are NOT name brand copyrighted characters. The characters that we have are of our own creation. Any resemblance to nationally known copyrighted characters is strictly incidental and unintentional. If you have any questions regarding this issue, we encourage you to contact us. Should you have the need for a licensed, copyrighted character at your event, we encourage you to contact the company/copyright holders for your specific targeted character. Ours are as generic as we could make them. In addition, we will only accept bookings from individuals who are aware that we do not represent any licensed birthday party character, nor represent them by their licensed name.