

## **SCHEME A DREAM TERMS AND CONDITIONS:**

Thank you for choosing Scheme A Dream.

Your booking is important to us and therefore we are able to provide you with a TERMS AND CONDITIONS POLICY.

As well, a Cancellation Policy.

We will guarantee the character(s), events, time and date and will work hard to make your event a success

As a security, for both of us, we have provided a Terms and Conditions PDF for your convenience.

### **\*\* IMPORTANT INFORMATION \*\***

**SIGNATURE IS NOT REQUIRED TO CONFIRM / AGREE TO TERMS AND CANCELLATION POLICY**

**PAYMENT IS ACCEPTANCE OF TERMS AND CONDITIONS OUTLINED IN THIS DOCUMENT**

**BOOKING AGENT WILL OUTLINE TERMS AND CONDITIONS**

**PLEASE READ THROUGH THIS ENTIRE DOCUMENT AND PRINT FOR YOUR OWN RECORDS**

#### 1) 25% NON - REFUNDABLE DEPOSIT:

On the entire amount is due at the time of the booking **to reserve** your event (character(s), date, time)

#### 2) REMAINING BALANCE:

Is due no later than 2 weeks prior to the event date **to confirm** the booking.

#### 3) PAYMENT METHODS

- We accept Visa, MasterCard, Amex

- Check is accepted:

We prefer to be paid in full if paying by check

- **7 day check clearance before it is considered payment**

- Check is to be issued with the "**current**" booking date for the 25% non refundable deposit

- Postdated check must accompany the deposit for the balance and included in the deposit envelope.

**\*\* NOTE: IF PAYING BY CHECK: ALLOW 7 DAYS FOR CLEARANCE.**

**EXAMPLE:**

**THE DATE WOULD BE ISSUED 3 WEEKS PRIOR TO THE EVENT DATE TO ALLOW THE 1 WEEK EXTRA CLEARING TIME.**

#### 4) RECEIPT OF CREDIT CARD OR CHECK PAYMENT

- Once we receive the payment, the Terms and Cancellation is in effect.

- Terms and Conditions and Cancellation Policy are in effect upon payment (deposit or full payment)

- Signature on the check payment is confirmation and acceptance of our Terms outlined in this document

#### 5) CANCELLATION POLICY

- 25% non refundable cancellation fee up until 2 weeks prior to the event date

- NO refund / NO cancellation within 2 weeks on the entire booking event date

- Rescheduling or Credit ONLY for the Character Performer upon availability

- \$45 rescheduling fee if the cancellation is within the 2 week period

No expiry on rescheduling provided the Character Performer is available

#### 6) 15 MINUTE WAITING TIME / 1/2 ARRIVAL TIME (WINDOW) / NO SHOW

- The character(s) will arrive within 1/2 hour of the booking to allow for traffic, weather or **any other reason** (if the performer arrives within 1/2 hour, they are **not late**)

- Once the character(s) have arrived a 15 minute grace or free wait time

After 15 minutes:

\$20 fee for every 15 minutes

- In the case that the performer is en-route or has arrived and the Guest of Honour or Event is not taking place

No Cancellation

\$45 rescheduling fee

Rescheduling is based on the performers Character Performers availability

#### 7) PERFORMER'S RIGHTS / LIABILITY / ETIQUETTE

- While the character(s) are performing, we will practice caution while entering, exiting and during the course of the performance.

Should any damage(s) happen, it is unintentional and therefore Scheme A Dream is not liable.

- The performer(s) reserves the right to end the performance should there be any abuse (verbal / physical)

- It is expected that the host of the party, or event, monitor and keep the guests refraining from any obvious disrespectful behaviour.