



Enchanting Birthdays of WNY Terms of Service

Articles:

1. Cancellation Policy
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Article 1: Cancellation Policy

If you cancel your visit with us up to 48 hours before your date, we will issue a refund, minus a 20% deposit. If you cancel your party less than 48 hours before that date of your event, you will incur a full charge. Clients may reschedule their party at no extra charge if we have availability. Clients will be refunded 100% of their payment in the extremely rare event that Enchanting Birthdays of WNY has to cancel an event on an emergency basis; such as extreme weather conditions.

Article 2: Refund Policy

All parties performed are nonrefundable. As stated in article 1, if an event is cancelled up to 48 hours before your date, we will issue you a refund, minus a 20% deposit. A cancellation of your party less than 48 hours before your date will incur a full charge. Only under incredibly rare circumstances will a party that has already been performed receive partial refund, if any.

Article 3: Supervision Policy

While our performers are all well versed with how to interact positively with children, they are not child care providers. Furthermore, they are not trained by Enchanting Birthdays of WNY, LLC to care for children. Adult guests are expected to supervise their children. While your entertainers will strive to offer a picture perfect entertainment package, they are not there to babysit nor discipline unruly or overexcited children. If a child is acting out or being disruptive during a party, your entertainer may politely ask you or another adult to remove them from the group until they are ready to join again. Finally, Enchanting Birthdays of WNY is not liable for anything that may happen to your child should you choose to go against this policy. Any violation of this policy may result in a blacklisting of the client. This means we will no longer book with that customer.

Article 4: Behavior and Rules of Conduct

Our performers all present and maintain a fun, interactive, and professional attitude when they attend your event. It is expected that adult and child guests do the same in return. Our talented employees should be treated with respect. If Enchanting Birthdays of WNY is made aware of inappropriate or disrespectful behavior towards performers from child or adult guests, it may result in a blacklisting of the client. This means we will no longer book with that customer.

Article 5: Payment Policy

In order to complete your booking, your request and our availability must be confirmed with our office staff. Payment amount will vary depending upon your package request, as well as any additional services you choose. Additionally, payment is due one week prior to your party date unless there is another circumstance; for example if you book within a week of your party date. Payment reserves your date, time, character and package request. Enchanting Birthdays of WNY, LLC reserves the right to cancel your booking if the invoice remains unpaid by a week before your visit with us. You will receive friendly reminders via email regarding your invoice payment as well as your event booking.

Article 6: Privacy Policy

Section a. All customer information, including but not limited to email, phone number, or address, is kept private. Additionally it is only viewable by the executive team as well

as the performers who may need it for an event. After a party is completed, information is kept on record for future bookings but is no longer viewable to non-executive employees.

Section b. If the client allows Enchanting Birthdays of WNY to take photographs that include child guests or other guests under 18, they will be kept private. If a client also permits Enchanting Birthdays of WNY to use photographs for marketing, they may appear on the website or social media, including Instagram or Facebook. If the client permits neither, Enchanting Birthdays of WNY employees will be made aware not to take or post any photographs from the event.

By paying your invoice and, therefore, solidifying your booking, you are agreeing to this Terms of Service Agreement.