

## **Client Agreement & Policies**

More than a Dream

Email: [info@morethanasream.ca](mailto:info@morethanasream.ca)

[www.morethanadream.ca](http://www.morethanadream.ca)



We are honored that you chose More than a Dream for your next party/event!

To ensure that your event is a success, please look over the information below, sign, and date the document stating that you understand all the terms.

Your booking will only be guaranteed after you've signed this agreement and submitted your initial payment. All bookings are reserved on a "first come, first serve" basis. A client's performer/character request is based on availability of the performer/character and is not guaranteed.

### **Deposit and Payments**

Your initial payment (50% non-refundable deposit) is due within 5 days of your inquiry in order to reserve your time and character. Payment amount varies based on package and will be sent to you in an EMT request at the time of booking. If you book with us, yet fail to make your initial payment within 5 days, we will reopen your spot. If you still wish to book us after this time, you will need to re-book according to availability.

The remaining balance for your party is due to the party assistant upon arrival or 48 hours prior to your event via e-transfer. Our party assistant will meet the client before the event in an area away from the children. They will inform the client via text message when they will be arriving to receive the final payment.

If an event is further than 20 km from our headquarters located in Oshawa and Toronto, there will be an additional \$0.61/km additional traveling fee added to your final payment.

The package price does not include gratuity for the Performer. If you feel your performer has done an outstanding job, gratuity is always welcome. This can be given at the end of the event to the performer away from any children or to our party assistant during the event. We recommend the standard 15-20%.

### **Canceling and Rescheduling**

We understand that life happens, so if you have an emergency and need to change the date or time of your event after booking, we will try to accommodate you as best we can and will apply your initial payment to another date/time as a one-time courtesy.

If you do need to change the date/time, please let us know as soon as possible so that we can book other parties during your previously booked time, as well as try to accommodate your new requested time into our party schedule. An event can only be rescheduled once and any and all changes must occur at least 5 days prior to your event. Any changes after that time will result in a cancellation. A client may make a cancellation up to 14 days prior to the event for a full refund. If a cancellation is made after that time, a refund of 25% of your initial payment will be issued.

In the event of bad weather, serious illness, or other unforeseen emergencies, we reserve the right to cancel the event and offer an alternative date if available. If cancellation by More than a Dream occurs, a full refund of your payment will be issued.

### **Safety & Responsibilities**

More than a Dream does not assume responsibility or liability for any accidents or damages caused during your event. The client must inform More than a Dream of any allergies to products that guests may come in contact with during the event such as nail polish, cosmetics, etc. It is the responsibility of the client and guests to take precautions to avoid such items.

More than a Dream is not responsible for any injuries, negligence, or unruly behavior during parties. Please chaperone all party guests. The performer is responsible for the entertainment and flow of activities. The client is responsible for monitoring disruptive behavior and attending to any child who does not want to participate.

It is our utmost responsibility to keep our performers and party guests safe. If ever there is a situation where the performer feels themselves or others around them are unsafe, they will address the issue with the party host. If the issue is not resolved, the performer will leave.

### **Additional Time**

Every event is allotted the amount of time chosen by the client. Parties must begin and end at the scheduled time. A timely departure is necessary in order for the performer to safely commute to her or his next event. If you wish to extend your allotted time, please contact More than a Dream at least 7 days prior to your event. No time changes can be made after that time.

### **Smoking & Eating**

The costumes and property of More than a Dream are very valuable and will not be subject to smoke or food of any kind which can cause damage to our attire. Please ensure that the children eat before or after your scheduled booking time. Food can be a large distraction for the children and can be a high risk for damage to our costumes. Any damage caused by food or beverages will result in a dry cleaning fee of \$100. We will happily take part in singing around the cake during the last 10 minutes of your scheduled time. If you have food/cake that you would like to offer the performers, they will gladly accept a to go bag at the end of your event.

### **Other Entertainment**

To ensure that the children are engaged in our entertainment we ask that all other sources of entertainment such as Bouncy Castles, Ball Pits, Trampolines, Music, etc.. to be closed during our scheduled time. Our party assistant will remind you to close these if applicable.

## **Activities**

Unless requested for alternative activity options, the performer will perform the package activities listed on the website. Party breakdown and activities will be finalized no later than 5 days before the party/event.

All single character parties have a maximum of 10 party guests between the ages of 2-10. This allows for quality interaction and a stress-free performance from our characters. If the number of children exceeds 10 party guests for single character parties, the party assistant will charge an additional fee of \$25/child upon arrival. The performer has permission to alter the itinerary of activities as they see fit in order to complete the party within the allotted time.

## **Location/Event Set-up**

We will gladly participate in outdoor events, weather permitting. The characters will need a dry area free of mud and dirt. Our performers will also need a shady area to perform during the summer months. We will not be able to do an outdoor party or event if the temperature is above 30 degrees or under 15 degrees. Activities may be affected depending on the conditions. If rain occurs and the event has been scheduled outdoors, it is the responsibility of the client to arrange for an indoor event.

A chair or appropriate seating arrangement must be provided for each performer by the client in order to successfully complete the story time/singing portion of the party. All pets must be contained away from the party area.

## **Severability**

If any provision of this Agreement is held illegal or unenforceable in a judicial proceeding, such provision shall be severed and shall be inoperative, and the remainder of this Agreement shall remain operative and binding on the Parties.

## **Photo Release**

We love to see our performers making your child's dream come true! Our party assistant can take photos during your event. However, they will not be responsible for sending these photos to you. ***Our photos taken will be posted on our social media pages, if you would not like these posted on our social media please tell our assistant to not take photos.*** By signing this agreement, you are signing this as a release to be used by More than a Dream for our website, social media, and promotional use. You and your child's personal information will never be shared.

## COVID 19 SAFETY MEASURES

Starting March 21st 2022, until further notice all our parties will be operating with the following procedures.

**Masks:** During your party, our character will bring a themed mask. Each performer is different and will be able to decide when/if they feel they need to wear the mask. Our assistant will always be wearing a mask. Performers will be wearing masks during any type of singing performance or loud speaking part of the party if social distancing cannot be maintained.

**Safety:** If at any time the performer or assistant feels that they are unsafe they will address the client. There will only be ONE warning if there is a serious safety issue such as breaking social distancing repeatedly, symptoms are shown, etc. If the client fails to address the issue and produce a resolution promptly the performer and assistant will leave with full compensation.

**Behaviour:** Our performer/assistant will get in contact with the client to address the situation. If the situation cannot be solved putting our team at risk, we will leave with full compensation. We recommend that you have a brief discussion with the party guests that there will be some special friends joining them.

**Cancellations:** If someone in your household is showing any Covid-19 symptoms, they may not be in the party area; they **MUST** remain socially distanced or masked. Anyone testing positive for Covid-19 in your household must isolate for 5 days and you must reschedule or cancel your party. Due to covid, you can reschedule your party within one full calendar year. You also may use your deposit towards any virtual services, or public events that we offer. If you decide to cancel and not reschedule within 5 days prior to your event our regular cancelation policy will go into effect.

*"I understand what I have read and agree to the terms listed above. I understand that until I submit the initial payment, my date/time/character is not reserved. I also affirm that I will pay the remaining balance in an accepted form of payment on the day of the party/event."*

Signature of Client: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

Return this agreement to: Email: [info@morethanadream.ca](mailto:info@morethanadream.ca)