

Character Appearances by Christina

Terms and Conditions

Booking Information

Acceptable Payment Options

Include: Cashiers Check, Check, or Credit/Debit using PayPal –
paypal.me/ourmagicwand

**Please note a \$25 fee for any returned check or non-sufficient funds will be issued.*

Deposit

A deposit of **30% of the total cost** agreed upon in your personalized event contract must be provided at the time of booking in order to hold your event date. This deposit will be deducted from your event total payment.

Full Payment and Signed Contract

The remainder of your event payment, agreed upon in your personalized event contract, deducted from your deposit, is due along with your signed contract, at a minimum of seven days prior to your event date scheduled. Should you fail to return the signed contract and full payment seven days prior, Character Appearances by Christina (CABC) reserves the right to open-up your event date to another client.

**Please note that your 30% deposit will not be reimbursed.*

Cancelation Policy*

Cancellations must be made at least **seven days prior to event** for a partial reimbursement to be issued. Failure to do so will result in no refund.

**Please note reimbursement does not include your 30% deposit.*

Emergency Cancelation by CABC

CABC takes pride in providing clients with quality professional entertainment and creating magical experiences and memories that will last a lifetime; however, a temporary obstacle sometimes deters even fairytales. Should we run into a villains evil plot to keep us from being at your event... or In the event of an emergency situation that would prevent the CABC performer and staff member from making your event, we recognize we will be in breach of contract and take full responsibility. A full refund will be issued to the client, or if possible, an alternative date scheduled.

Severe Weather Conditions

Should the Frozen Heart Queen unintentionally cause the weather to be so severe it should cause the cancellation of an event, an alternative date will be scheduled or a prorated refund will be issued to client.

**Please note your deposit is not included*

Should the Frozen Heart Queen unintentionally create a storm that even she herself cannot navigate safely or would prevent a CABC performer and staff member from arriving safely, an alternative date will be scheduled or a full refund issued.

Additionally if the event is outdoors, and severe weather arrives and a safe indoor space is not available, CABC Reserves the right to cancel, or leave the event due to severe weather conditions. A partial reimbursement will be issued.

**Please note this amount could be prorated, and does not include your deposit*

Gratuity

Gratuities are not included in event pricing and are always greatly appreciated by performers and staff for a job well done.

Travel Fee

An additional travel fee will be added to your event package for events further than a (30) mile radius from Kane County, IL. This fee will be determined and included in your personalized event contract at time of booking.

Arrival and Departure

CABC prides itself on being prompt and on schedule, however if a circumstance arises that can't be avoided, time lost will be made up at the event or, in the event that time can not be made up, financial compensation, for lost time, will be issued to client: amount will be determined by CABC.

Please note, a 15-minute window is built into CABC arrival and departure time.

Parking

A parking space must be available for the CABC performer and staff member. Should CABC need to pay a parking fee this fee must be covered by the client. It will be added to the event fee in the personalized contract agreed upon. Should an unexpected parking fee arise that was not initially agreed upon, client agrees to reimburse this fee to CABC on the day of the event.

Safety Policy

CABC performers and staff expect a safe and clean environment. Clients and their guest must treat performers and staff with respect. Should a client fail to provide a suitable event environment or any inappropriate or rude behavior, including if crude speech or profanity is used at any time or if a performer or staff member feels threatened or unsafe in any way or at any time, the CABC performer and or staff members reserve the right to leave immediately! No financial reimbursement will be issued if a client or event guest violates or attempts to violate the safety policy.

Food and Drink

CABC prefers that food and drink be served after our performer and staff member have left the event to avoid any damage to our costumes.

Under no circumstance will a CABC performer or staff member handle or serve food or beverage at any time.

Photography/Video

CABC reserves the right to use photos and video taken by CABC staff member during the event for CABC promotional purposes. Client(s) and guest(s) will not be identified in promotional material.

Clients and event guest are welcome to take personal photos and video of CABC talent; however, **any photos or video posted to any social media sites must identify the performer as a Character Appearances by Christina performer, and attribute all artistic credit to CABC.**

All characters, artistic works, and theatrical performances including choreography are copyright of CABC.

Liability

- 1. CABC talent and staff are trained professionals. We will treat all clients, event guests and property with the utmost care and respect.**
- 2. CABC assumes no responsibility for any damage or injuries,** in any capacity that may occur on or during the event.
- 3. CABC expects the same care and respect for talent and staff** as we provide to our clients and event guest.
- 4. Clients agree to take full responsibility and agree to be held financially liable for any damage incurred to CABC assets while we are onsite at your location.**

Copyright

Please note all characters, themed performers, theatrical, vocal, and dance performances including scripts and choreography are copyright of CABC they were developed and created by Christina Rongey for CABC. While some characters, themed performers, and performances may have drawn inspiration from the Walt Disney Company, or Disney productions, CABC is in no way affiliated with Walt Disney, Disney as a whole or Disney's line of products, including: movies, toys, games, clothing, characters, or events. Any similarities are purely coincidental.

Event Details

On the day of your event you will receive a call or text, and a phone number must be provided to CABC for communication, confirming the details of your event contract with CABC. Upon arrival of CABC you will receive a text or phone call by a staff member of CABC. The staff member will meet you at agreed upon location, review event details, and walk through the event space with you to confirm that it is a safe environment for the CABC performer, then set up any equipment or theatrical props needed for the customized event package you have chosen. Next, the staff member will prepare event guest for the arrival of the CABC character or themed performers grand entrance and then escort them safely into the event. Now faster than you can say bippity, boppity boo...the magic begins!

CABC will create the magical encounter and entertain event guest with the artistic theatrical experience chosen.

Please refer to the terms of service agreement for all CABC policies including payment, arrival, in climate weather, cancelations, liability, photography/video, copyright and safety information.

Thank you for choosing Character Appearances by Christina for your magical event entertainment!