



POLICIES AND FAQ'S

HOW DO I MAKE A PARTY RESERVATION?

Contact Debora for a consultation at (502) 209-9651, e-mail her at info@butterflywishevents.com. A \$75 non-refundable deposit is required to book your party date. For groups of 15 or more children a \$150 deposit is required.

We accept cash, check or payapl for initial payment. Final payment is due prior to your event.

Reservations are on first come, first serve basis. Parties may be scheduled up to 6-12 weeks in advance of your desired party date. We book very quickly!! There will be a \$35 charge for all returned checks. We do not hold dates unless a deposit has been made.

WHERE CAN I HOLD MY PARTY?

Butterfly Wish Events will host your party at any location you choose. We can come to your home, backyard, apartment clubhouse, or any venue you think would be appropriate. There must be suitable space for all activities and tables & chairs, and there must be electrical outlets. If the venue is far from the parking, extra fees may be charged.

WHAT CITIES DO YOU TRAVEL TO?

There will be no extra charge to travel to your location round trip that is within 20 miles of Shelbyville, 40065 Area Code. If you are more than 20 miles away a \$0.75 per mile is charged for travel beyond the 20-mile zone round trip. This charge is necessary to cover the extra gas, time and vehicle wear and tear. Mileage is determined via our GPS.

HOW MANY KIDS ARE ALLOWED AT THE PARTY?

Our Birthday Party Packages are equipped for 6 – 20 children. An additional fee will be charged for more than the number of children included in your Package. You can have less than that, but the package price will still be the same. We will give a discount for parties with 4 or less children. Parties with more than 10 children require extra time, so an additional \$15 per child and a \$40 for an extra hostess will be charged to any special package that butterfly Wish Events is hosting.

WHAT DAYS ARE YOU AVAILABLE FOR PARTIES?

We host parties on Friday nights, Saturdays, and Sundays only.

HOW LONG ARE THE PARTIES?

All Party Packages are between 1.5 to 2 hours long. If you have more than 12 children at your party, extra time is required, so an additional \$40 will be charged. We will arrive approximately 1 hour before the party for set-up, and leave approximately 30-45 minutes after the allotted time for clean up.

CANCELLATIONS, RESCHEDULING & REFUNDS:

We strive our best to work with you when rescheduling occurs, however, it is based on availability. We must receive one-week notice to reschedule your party. Your deposit will be applied towards the cost of the new scheduled party if held within 90 days of the original party date. We do not offer refunds or credits for guests who do not show up on the day of the party. If you need to cancel your party for any reason we cannot refund your deposit, as we begin preparations for your party immediately upon booking your slot.

WHAT IF THERE IS BAD WEATHER OR ILLNESS?

If the birthday child becomes ill, we will gladly work with you on choosing an alternative date based on availability within 90 days of original party. There will be a \$25 charge for a date-change request by the client. In case of bad weather, serious illness or other unforeseen emergencies, Butterfly Wish Events reserves the right to reschedule your party.

AM I CHARGED FOR GUESTS THAT DO NOT SHOW UP FOR THE PARTY?

You will be charged for the head count of children prior to the party. Some guests may not show up, even if they RSVP. In the event that additional children are invited to the party without our knowledge, additional fees will incur per child even if supply availability does not cover their part.

LATE ARRIVALS

For all birthday parties that Butterfly Wish Events is hosting, please advise all guests that the party will begin promptly at the scheduled time. All activities are carefully planned and any child that arrives late may join the activity which is currently taking place. This is necessary to insure the least amount of disruption to the party. Understanding this policy is appreciated.

DO YOU PROVIDE FOOD?

NO, we do not provide Food for the parties. You can provide your own food, but please do not include any food or drinks with dark colors into your menu that could stain and ruin costumes and linens. We will provide food display plates or platters, and cupcake holder if requested. Please ask if you need ideas of what food would be appropriate. We do not provide the Cake or Cupcakes, so please plan to make or purchase that separately. Chocolate Cake and Cupcakes are permitted. We reserve the right to refuse certain food items that may damage any of our property.

DAMAGE OF PROPERTY:

We understand accidents happen. However, the client will be held responsible for excessive damage sustained to costumes, and any property of Butterfly Wish Events \$25.00 per costume. And \$5.00 per item (crowns, boas, glittered microphones, diva hats, and any other props). China plates and tea cups are used for the Tea parties. There will be a charge of \$15 for each cup broken, \$5.00 per saucer broken, \$5.00 per plate broken. There will be a \$10-15 charge for all linens that have tears or permanent stains. Client will be responsible for all lost items or damages and will be charged full item price.

LIABILITY

Please be advised that Butterfly Wish Events assumes no responsibility or liability to accidents or damages caused during your party to your guests or property. Your party host/entertainer will work to ensure that your home and your guests are treated with care; however, liability will lie strictly with the client. You are responsible for making sure that each child has permission from the parent to use all our products. If there is a child that must not come in contact with any of our dairy products, makeup, nail polish, etc, you the parent are responsible in letting us know and are responsible in making sure that the child does not come in contact with the products.

ALLERGIC REACTIONS

Butterfly Wish Events, its owners assume no responsibility or liability for allergic or medical reaction due to costume wears, make-up, food or injuries before, during or after party. As professional event planners, we will provide a safe environment for you and your guests and we will treat your home with great quality, care and respect. All liability will lie strictly on the client.

SUPERVISION

It is the responsibility of the client, guest and/ or guests' parents or guardians to supervise all children and activities relating to the entertainment. We ask that there be adult supervision during the party to attend possible needs of the children. We ask that you keep the adult noise level to a minimum so the children do not get distracted. This allows the children to hear the instruction of the party hostess.

PARKING AND PARTY AREA

Please provide a space in your driveway for our vehicle, as we will have heavy items to carry into your home. We request that parties be held on the 1st floor unless you are hosting the party at a hotel. A \$50 fee will be added to your invoice for parties that require Butterfly Wish Events to carry heavy items up and down stairs.

PARENTS OBLIGATIONS

Please provide:

- Table for refreshments with appropriate seating for your guests. We do rent tables and chairs outside of Shelby County area.
- 2 electrical outlets for music and equipment.
- 1 parent or guardian to remain with the party at all times.
- A gathering place for parents of the guests who wish to stay.
- A clean, safe and smoke-free environment for dress-up and activities.
- Cats and dogs are to be kept clear away from the party area.

PHOTOS/ VIDEO

We always encourage parents to take as many photos and recorded videos as possible. All photos or videos taken by our company are the sole ownership of Butterfly Wish Events and we may use them for promotional purposes on our website, print ads or publications. We always respect our clients' privacy and for this reason, your personal information will not be disclosed to third-parties.

If a request is made for a child not to be photographed, it will be honored.

Butterfly Wish Events has provided this account of our policies and terms of service with the assumption that you have read and agreed to our policies before signing the contract. Please feel free to call us if you have any questions before signing your party or event contract.

You must read the entire policies page and the FAQ'S and then Download the following contract stating that you agree with the policies and FAQ'S that we have listed on our website, fill it out, sign it and then you need to mail the contract together with the deposit. We will give you an address once we have agreed upon a date and time for the party.



CONTRACT

We thank you for choosing Butterfly Wish Events. We look forward to serving you!

I have read and agree with the Policies found on www.Butterflywishevents.com

Parent Signature: _____

Print Name: _____

Date _____

Total Pages of policies read: _____

Print this contract and mail it together with the deposit to: Debora Garcia Memo:
Butterfly Wish Events (please contact us and we will provide you with the mailing
address)

(502) 209-9651