



POLICIES AND FAQ'S

HOW DO I MAKE A RESERVATION?

Contact Debora for a free consultation at (502) 209-9651, e-mail her at info@butterflywishevents.com.

Reservations are on first come, first serve basis. Birthday Party's may be scheduled 6- 12 weeks in advance and minimum of 2 weeks. It will only be reserved upon receipt of a signed contract and deposit. There will be a \$35 charge for all returned checks. We do not hold dates unless a deposit has been made.

PAYMENT

Birthday party packages require ½ down deposit from your total amount. Final payment amount will be due minimum of 2 weeks prior to the event. At this time, adjustments, if any, will be made to reflect your balance. These amounts do not include any required damage fees or amounts due resulting from loss of goods. Payment can be made via Paypal (3% fee applies), check, money order, or cash. Please note a \$35 fee will be charged for all returned checks. All rentals must be returned within 3 days of an event. If linens are picked up Friday, they must be returned by Monday. A \$25 fee will be charged for each additional day after that, unless prior arrangements have been made and approved by Butterfly Wish Events. *If you need to cancel your event for any reason and Butterfly Wish Events began preparations, we cannot issue a refund.*

WHERE CAN I HOLD A BIRTHDAY PARTY?

Butterfly Wish Events will decorate your Birthday Party at any location you choose. We can come to your home, backyard, apartment clubhouse, or any venue you think would be appropriate. If the venue is far from the parking, extra fees may apply.

WHAT DOES THE \$195 BIRTHDAY PARTY PACKAGE INCLUDE?

The package is design for up to 24 children. We decorate up to 3 tables and 24 chairs. Tables will include one centerpiece per table, tablecloth, runner, dinner plates, napkins, silverware and party favors. Chairs will be covered and will have an elegant bow. Package also includes a candy/dessert table with sweets to feed up to 24 children. Butterfly Wish Events will determine what sweets to offer based on

choice of theme and colors. Sweets may include cake pops, cupcakes, sugar cookies, candy, chocolate and other. Along with candy buffet table, there will be extra decorations and a backdrop that will have your event looking glamorous!

Please be advised that the decorations used in these packages are sole property of Butterfly Wish Events. Customer is paying for rental items, our time to plan, design, decorate, set up and take down. Customer is also paying for sweets for their guest, favors, and so on. Customer will get to keep custom made centerpieces unless a rental item was chosen instead. Restrictions apply to the \$195 package and choice of decorations in this package is chosen based on price of budget to this package. If you are wanting something more elegant, with much more decorations, we offer upgrade packages for that as well. This will be determined at consultation and based on pictures sent by customer with requested decorations.

WHAT CITIES DO YOU TRAVEL TO?

There will be no extra charge to travel to your location round trip that is within the Shelby County 40065 area code. If you are not in the Shelby County area there will be a delivery and pick up charge for travel beyond Shelby County round trip. This charge is necessary to cover gas, time and vehicle wear and tear. Fee is based on mileage, which is determined via GPS.

WHAT DAYS ARE YOU AVAILABLE?

We decorate Birthday Parties on Friday nights, Saturdays and Sundays only.

SET UP AND PICK UP:

We will arrive approximately 2-3 hour before your party begins to set-up and pick up after your party. If your party is ending past 10:00 p.m., we will pick up next day.

CANCELLATIONS, RESCHEDULING & REFUNDS:

We strive our best to work with you when rescheduling occurs, however, it is based on availability. We must receive two-week notice to reschedule your event. Your deposit will be applied towards the cost of the new scheduled event if held within 90 days of the original event date. *If you need to cancel your event for any reason after Butterfly Wish Events began preparations, we cannot issue a refund. Please be aware that Butterfly Wish Events may begin preparations immediately after booking your slot.*

CHANGES

Finalized counts, colors, materials etc. must be decided upon at least 3 weeks prior to your party date, any last minute changes may also result in a charge if item is already rented or needs to be ordered to suit your party needs.

WHAT IF THERE IS BAD WEATHER OR ILLNESS?

In case of bad weather, serious illness or other unforeseen emergencies, Butterfly Wish Events reserves the right to find substitute staff, companies, and/or subcontractors, to conduct the event. If Butterfly Wish Events is unable to conduct the event set forth in this Agreement, we may terminate this Agreement and will refund all monies to the client.

CANDY AND DESSERT BUFFET

Butterfly Wish Events shall not be responsible for food contamination, allergies or illness resulting from food contamination where it is not the sole provider of food for the Event. Butterfly Wish Events partners with bakery's to provide yummy desserts for your event and will not be held responsible for any food contaminations or allergies that may arise.

FINE CHINA RENTALS

No fruit punch drinks or colas are allowed nor used on our fine china tea sets. Apple juice, tea, sprite and pink lemonade are fine. Please ask if you need ideas of what food would be appropriate. 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 linens, and any property of Butterfly Wish Events. A \$15 *Fee will apply* if linens and charger plates are returned with gum, pen marks, pieces of food and cake and rose petals. All linens that are badly stained, torn, damaged beyond use, molded, damage from candle wax or missing will result in the following charges. All candles must be on a candleholder and no candle is to be set directly on any linen, doing so may cause *you* forfeit your deposit no exceptions! Chocolate fountains and other greasy foods are to be set on a dish or plastic to avoid staining the linens. There is an additional charge of \$15.00 for all linens, centerpieces, equipment, etc. returned without the original storage container, hangers, bubble wrap, etc. Linens should be placed in either trash bags or back on original hangers. China plates and teacups 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. Centerpieces will have a \$5- \$100 approx. charge for broken vases or lost property. Broken charger plates will have a fee of \$2-\$5. All specialty linens will have a fee of \$20 or more for

permanent damages. Client will be responsible for all lost items or damages and will be charged full item price on all our rentals. Please DO NOT wash any of our linens and only rinse our fine china tea sets.

PARKING

We request that events be held on the 1st floor unless you are hosting it at a hotel. If the site is not ready or accessible when the crew arrives, or if equipment cannot be dropped directly on site extra handling involved the client may be charged an additional fee.

CLIENT OBLIGATIONS

Please provide:

Tables with appropriate seating for your guests. We do not rent tables and chairs. Please have all tables and chairs set up, as you would like them to be in your venue before we arrive. There will be a \$50 per hour fee for time waited until all is set up or venue is open for us to decorate.

PHOTOS/ VIDEO

We always encourage parents to take as many photos and record 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.

DISCLAIMER

All prices are subject to change without previous notice. The client understands and agrees that the liability of Butterfly Wish Events for any expenses, claims, damages, medical expenses or lawsuits arising that are Birthday Party related and is limited to the total amount of the event cost.

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 Birthday Party event contract.

You must read the entire policy pages and then Download the following contract stating that you agree with the policies, sign it and then mail the contract together with the deposit to Butterfly Wish Events. We will provide you with an address once we have agreed upon a date.



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

Client 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