



Policies & Procedures

Please mail your \$50 deposit and this signed “Policies & Procedures” page to:

Pipsqueak Parties, 676 Lawnwood Cove, Collierville, TN 38017 no later than 5 days prior to your party date. Please be sure to include your contact phone number. I will call or email you and let you know it has been received and to confirm your party information.

Deposit & Payments: Parties may be scheduled for any day of the week. Booking is subject to character availability. A \$50 non-refundable deposit is required to reserve your party date. The balance is due in full at the time of the party in cash, or by check made payable to “Pipsqueak Parties”- no exceptions. We accept money orders, and of course personal checks.

NSF: There is a \$25 fee for any check that is returned to us due to NON SUFFICIENT FUNDS.

Cancellations & Refunds: If you need to reschedule for any reason we will gladly work with you to arrange an alternative party date, based on availability. We ask that you give us a call ASAP if you must cancel your party. Pipsqueak Parties reserves the right to reschedule your party in case of personal or family illness, death in the family, crime, or severe weather conditions. At Pipsqueak Parties we strive to be on time to each and every event. However, sometimes things don’t always go as planned. Should the character need to arrive more than 10 minutes late, he/she is required to call you. Although never anticipated and highly unlikely, should a character be delayed for more than 40 minutes, you have the option to cancel or accept the character at a 25% discount.

Liability for Damage: Pipsqueak Parties appreciates your consideration by ensuring that our property is treated gently and carefully. You are financially liable for any damage incurred. We assume no responsibility or liability for accidents or damages. Our entertainers will provide you with the most professional of services and will work to ensure your home is treated like a “castle”.

Arrival & Departure Times: We suggest booking your character 30-45 minutes after your party’s start time. We also suggest that the birthday child and guests arrive no more than 10 minutes prior to the Pipsqueak Parties Character start time. Due to our party schedule, we must start on time. If we are asked to wait, we will have to deduct the time we wait from your party. We must leave on time to ensure we aren’t late for our next party.

Pipsqueak Parties Character Duties: Our characters interact with each guest, pose for pictures, and help lead the party. They should, at no time, be left alone with any of the party guests. (We are hired to entertain.) Pipsqueak Parties strives to make sure everyone enjoys the party. We try to create a fun and positive environment for all the party guests. If a guest is ill, a disruption, or a distraction they will need to be attended to by you or another adult. We will not sacrifice enjoyment of all for the disruption of one. Should at any time a performer feel uncomfortable or are unable to continue their duties or entertainment because of the behavior of those present, they will speak with the party contact and try to

resolve the issue. If the issue can't be resolved the performer will leave with payment in full. You are welcome to video tape the party and take as many candid photos as you would like.

Gratuity & Taxes: Taxes are figured into the package price. A gratuity or tip is not figured into the party package price. Tips are largely how our characters make their living.

Pipsqueak Parties™ is a registered business name and may not be used for any reason without written or expressed consent by the owner, Reba VanBibber.

Signature of Responsible Party: _____