

Date of Event \_\_\_\_\_

Time of Event \_\_\_\_\_ Additional Time Requested  Yes  No

Guest of Honour \_\_\_\_\_

Address \_\_\_\_\_

Email \_\_\_\_\_ Phone/Text # ( \_\_\_\_ ) \_\_\_\_\_

Party Theme Chosen  Mermaid Kisses  Unicorn Dreams  FairyTale Princess

Please list the names of your guests below:

1. _____ Guest of Honour's Name	_____ Age	_____ Allergies	_____ Contact Info
2. _____ Name	_____ Age	_____ Allergies	_____ Contact Info
3. _____ Name	_____ Age	_____ Allergies	_____ Contact Info
4. _____ Name	_____ Age	_____ Allergies	_____ Contact Info
5. _____ Name	_____ Age	_____ Allergies	_____ Contact Info
6. _____ Name	_____ Age	_____ Allergies	_____ Contact Info

Add on items chosen  Candy Bar  Cupcakes

Any Requested Details \_\_\_\_\_

Added Services or Products \_\_\_\_\_

Personalized Party Details Requested \_\_\_\_\_

**Disclaimer:**

Spa Party Treatments will begin promptly at the time indicated above. 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.

We appreciate that the remaining balance be paid one week before the event date.

**PARTY CONTRACT:**

**Security Deposit & Gratuity:**

We request the greater of \$100.00 deposit or 25% of quoted and approved event balance to hold your date and begin preparations for your party. Deposit may be paid electronic transfer to hello@fromtheheartchildrensspa.ca

All packages are for 1.5 hours long (unless otherwise stated). Customers will be allowed to cancel and re-book only once within 6 months of original book date. If you book a party within five (5) days prior of the party date.



**Day of Party:**

We request you and your guests arrive no earlier than 10 mins before the party is scheduled in order to get everyone settled and we may start the festivities promptly.

**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. 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. We will gladly try to accommodate you to reschedule your party within 90 days from original party date. However, if a later date further to the 90 day rule is requested it would need to be approved by the Spa Owner.

We do not offer refunds or credits for guests who are not available on site the day of the party set up. Your deposit will be applied towards the cost of the new scheduled party which must be held within 90 days of your original party date. If you choose to cancel your party for whatever reason, a refund will not be issued.

We will gladly work with you on choosing an alternative date based on availability within 90 days of the original party. In cases of bad weather, serious illness or other unforeseen emergencies, From the Heart Summer Camp reserves the right to reschedule your party.

**RSVP Confirmation:**

You will need to confirm your final guest count with From the Heart Children's Spa Boutique five (5) days prior the party date. This will be the confirmation number From The Heart Children's Spa Boutique will use to plan your party set up, and you will be charged accordingly. Once you have given a final head count by the fifth (5th) day prior to your booked party, you can only add additional children if needed to. You cannot delete any guests from the final head count you give five (5) days prior, because our staff prepares everything for the number you have already given. If you do not contact us five (5) days prior, then we will have to go by the headcount that you provided us with when you booked the party.

**Guest Attendance:**

Some guests may not show up even if they RSVP. Please remember you will be charged for the final guest count you confirmed prior to the party, regardless if a child does not show up, because we use this head count to make preparations for your party.

**Liability:**

From the Heart Children's Spa Boutique, its owners, affiliates, and employees assume no responsibility or liability for accidents that may occur while on site. We assume no responsibility for allergies relating to food items, clothing, make-up, injuries to party guests, or property damage that occur before, during or after the event. As professionals, we can assure you we will provide safe equipment for you and your guests and will treat you and your guests and any of their belongings with great quality, care and respect. As we expect from our guests as well.

All liability will lie strictly with the client for any losses or damages. You must inform each parent that we may be using yoghurt, oatmeal, honey, various fresh fruits and vegetables, oils and other skin products in your DIY at home spa kits and other possible products included in your package. You are responsible for making sure that each child has permission from the parent to use all of our products. If there is a child that must not come in contact with any of our 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. We will absolutely try to accommodate any allergies with advance notice as we do strive to make this experience as pleasant and memorable for all of our guests.

**Damage:**

We understand accidents happen. However, the client will be held responsible for excessive damage sustained to costumes, and any property of From the Heart Children's Spa Boutique should an incident arise that is not within the scope of the event and spa etiquette.

**Food:**

It is the responsibility of you and the parents of your guests to inform us a minimum of five (5) days prior to the event of any allergies. We use various ingredients in our home made spa treatments that include various food groups and oils.

If you should request that From the Heart Children's Spa Boutique include any of your add on dessert/candy bar options for your guests we cannot guarantee the absence of cross contamination with any food items from third parties. From the Heart Children's Spa Boutique, its owners, employees and affiliates will not assume any liability for adverse reactions to foods consumed. Clients are responsible for notifying From the Heart Children's Spa Boutique of any other dietary restrictions prior to placing an order.

In order for you and your guests to enjoy the event we will strive to do our best to accommodate any allergies and will inform you if we feel we cannot.

**Photos/Video:**

We always encourage parents to take as many photos and recorded videos as possible. All our photos or video taken by our Company are the sole ownership of From the Heart Children's Spa Boutique and we may use them for promotional purposes on our website, print ads or publications. We always respect our client's privacy and for this reason, your personal information will not be disclosed to third-parties. Please advise if you or any of our guests are strictly against From the Heart Children's Spa Boutique taking video or photos for promotional purposes.

**Supervision:**

It is the responsibility of the client, guest and/or guests' parents or guardians to supervise all children and activities relating to the event. We ask that there be a minimum of one adult supervision at all times during the party to attend possible special needs or any misbehavior of any child.

We ask that you keep the adult noise level to a minimum so the children do not get distracted. This allows children to hear the instruction of the party hostess.

We are here to ensure that your experience is a memorable one. We do request that if the children are not behaving parents step in to control the situation. We will strive to keep your party under control as this is our specialty!

**Company Policies:**

At any time that you the client does not abide by our company's waiver, terms and agreements, we will no longer offer nor provide our services to you, all monies paid will result as a loss due to your actions, and/or the actions of your guest, and you will not be refunded. If your or your guest are found to be at fault for any damages and/or injuries to any From the Heart Children's Spa Boutique properties and employees, will be held financially reliable.

Services are not performed by licensed cosmetologist or estheticians, and are for Entertainment Purposes only.

We thank you for choosing From the Heart Children's Spa Boutique for your Special Day! We look forward to serving you today and for many more special events for years to come!

Signature \_\_\_\_\_ Date \_\_\_\_\_