



CLIENT SERVICE AGREEMENT

This Service Agreement ("Agreement") is made as of the date signed below between Wish Come True Events LLC ("Company") and the undersigned client ("Client") for the sole purpose of providing character entertainment services at a specified event.

NOW, THEREFORE, in consideration of the mutual covenants and conditions contained herein, the parties agree as follows:

SECTION 1: SERVICES

1.A. The Company will provide character impersonation services at the time, date, and location agreed upon by the Client and Company. Performers will provide entertainment through character interaction, simple face painting, games, storytelling, and posing for photographs.

1.B. Client understands that services are charged by time, not by the number of activities performed. The number of activities completed may vary depending on factors such as the number of children, their engagement, and other event conditions (e.g., pools, bounce houses, meal times). Our performers will adapt to the interests and energy levels of the children to ensure a fun experience.

1.C. Due to unforeseen events such as scheduling conflicts, illness, or other extenuating circumstances, performers may be replaced with another performer of comparable quality. While specific performer requests are taken into consideration, the Company cannot guarantee availability.

1.D. Due to traffic, weather, or other delays beyond the Company's control, performers are permitted a 30-minute arrival grace period. Should a performer arrive late, the allotted service time will be adjusted to ensure the full duration of entertainment is provided.

SECTION 2: FEES AND PAYMENT

2.A. To confirm the booking, a non-refundable deposit must be paid by the Client. This deposit covers preparation, travel, and initial performance time. The Agreement is null and void without a deposit.

2.B. The remaining balance must be paid in full on the day of the event, prior to or upon the arrival of the performer. Payments may be made in cash or via approved digital payment methods (e.g., Venmo, PayPal, Zelle).

2.C. Client is responsible for all parking fees, tolls, or extended travel fees incurred by the performer. These costs must be paid directly to the performer upon arrival.

2.D. Failure to provide full payment will result in termination of services. In the event of non-payment or invalid payment methods, the Company reserves the right to pursue legal action for recovery of fees.

SECTION 3: CANCELLATION AND REFUNDS

3.A. Cancellations made more than 14 days prior to the event are eligible to have their deposit refunded.

3.B. Cancellations made within 14 days of the scheduled event will result in forfeiture of the deposit. The Client may reschedule within 1 calendar year, given availability.



3.C. Should the Client be dissatisfied with the performer, the Client must notify the performer and request their departure within the first 10 minutes of the scheduled performance. If this occurs, the Client may be eligible for a partial refund of the remaining balance. Refund eligibility is at the Company's discretion. If the performer remains for more than 10 minutes, it will be assumed that the client is satisfied with the service, and no refund will be issued. Note: Taking a few pictures and then asking the performer to leave does not qualify for a refund. The client must demonstrate genuine dissatisfaction with the overall experience, with proof.

SECTION 4: LIABILITY

4.A. The Company is not responsible for accidents, injuries, property damage, or disruptions caused by factors beyond the Company's control, including but not limited to: unruly children, environmental conditions, or interference from other event activities.

4.B. Client agrees to release the Company from liability for claims resulting from incidents beyond the Company's reasonable control.

4.C. The Company is not responsible for the spread of illness, including Covid-19. Performers adhere to CDC and State guidelines to minimize risks.

SECTION 5: DISPUTE RESOLUTION

5.A. In the event of a dispute, both parties agree to first attempt resolution through informal discussions. If a satisfactory resolution cannot be reached, the parties agree to engage in mediation prior to pursuing legal action.

SECTION 6: MISCELLANEOUS

6.A. This Agreement constitutes the entire understanding between the parties and supersedes all prior agreements or representations, whether written or oral.

6.B. Any modifications to this Agreement must be made in writing and signed by both parties.

6.C. If any part of this Agreement is held to be unenforceable, all remaining provisions will continue in full force and effect.

By signing below, the Client acknowledges understanding and agreement with all terms and conditions outlined in this Agreement.

Client Name: _____

Signature: _____

Today's Date: _____

Event Date: _____