

FREQUENTLY ASKED QUESTIONS:

1. HOW DO I BOOK SANTA?

Call 919-624-6916 or go to TriangleSanta.com and complete our Contract Booking Form. Be sure to use the correct form for either commercial or residential. Clients can view our web pages to see Booking Calendar and additional photos of Santa Steve. Openings may show in the Appointment Book, but we cannot guarantee that they are available for your individual party, as Santa Steve may have already been booked for that time.

2. DO YOU SEND A CONTRACT?

To guarantee rates and terms quoted, all bookings are done with a contract booking form. Copies of our contract are on line. Please use the appropriate format for either commercial or residential. Each contract contains the details of the actual event, all of Santa's information and contact phone numbers, so that you and our office may be in direct contact with each other. Contracts also contain all deposit and payment details, as well as other important information and deadlines. If booking is actually made with less than 30 days prior to the scheduled date, please use our Pay Pal feature on our website to pay deposit amount.

3. IS A DEPOSIT REQUIRED?

Yes, a 50% Deposit of the total booking fee is required. Until Agreement is signed and Deposit is paid, your dates are not secure. If date is already booked, your deposit will be returned in full. If you are booking your date with less than 30 days prior to the scheduled date, please use our Pay Pal feature on our website to pay deposit amount.

4. WHAT HAPPENS IF I NEED TO CANCEL?

If cancellation becomes necessary more than 60 days out, the Deposit, less 10% of the total booking fee, will be refunded. For cancellation of any booking less than 60 days but more than 30 days out; deposit, less 20% of the total booking fee will be refunded. Cancellation 30 days out or less, the deposit will be forfeited.

5. WHAT IF I HAVE A SPECIAL REQUEST OR NEED TO MAKE A CHANGE IN THE SCHEDULE?

We understand that every party is different and special to the needs of the client, family and guests. If you have a special request just let us know at the time of booking and we will tell you if we can do it.

If you need to make a change in the schedule please remember that Santa Steve is booked at many events throughout the season. He often has two to four consecutive events per day, especially on Fridays, Saturdays and Sundays. Often it is difficult to make changes after the initial booking is made, as Santa Steve has filled in all of his appointments. Because of this, changes made after confirmation are at the client's cost, and must be made to us in advance when possible. Often, we may be able to get other clients or families to adjust their schedules to meet your changes. The minimum additional charge for changes, after initial confirmation, is \$50.

6. WHAT KIND OF BACKGROUND CHECK DOES YOUR COMPANY PROVIDE?

Santa Steve has a current criminal background check. It is provided by IntelliCorp. Records, Inc. Copy can be provided on request.

7. WHAT KIND OF INSURANCE DOES SANTA HAVE?

Santa Steve carries a minimum \$1 million dollar entertainers' liability policy with Philadelphia Indemnity Insurance Co. Copy can be provided on request.

8. WHAT IF I ONLY WANT SANTA FOR 30 MINUTES?

Thirty-minute bookings are limited to Private home visits for single-families. All other home parties, corporate events and special events are a minimum of one-hour within 50-mile radius of Raleigh, NC.

9. HOW EARLY WILL SANTA STEVE ARRIVE?

As it is very difficult to hide Santa, for most events or parties, Santa will call when he is about 5 minutes away. Then someone from your event can meet him and assist if necessary. For Special Events, Santa Steve will arrive approximately 15 minutes prior to appearance unless otherwise stipulated above in the agreement.

10. DOES SANTA STEVE REQUIRE ANY BREAKS?

Due to the nature of Santa Steve's traditional outfit, it is necessary that he have periodic breaks and that his performance location be cool and comfortable, we recommend no more than 70°. If outdoors or in a warm environment, appropriate breaks may be necessary as per health and safety regulations. It is assumed that all events will be indoors, or that arrangements have been made if event is held outdoors, and therefore cancellations due to inclement weather are not accepted.

11. CAN WE USE THE PHOTOS OF SANTA STEVE FOR OUR COMPANY ADVERTISING AND MARKETING?

Any and all photos taken of Santa Steve, whether by individuals or professional photographers, are assumed to be for private or personal use of the client and may not be used for commercial or promotional use without written permission of Santa Steve.

12. WHAT WILL SANTA BE WEARING?

Santa Steve has a natural white beard and wears real Santa Suits with leather boots and belt. It is our goal that his presentation be as authentic as possible. You may pick the look you want by checking the gallery of photos and making a note of which style suit you would like him to wear. Please insert desired suit on booking contract. If Mrs. Claus and/or helpers are included with our booking, they too will be appropriately dressed.

13. DOES SANTA BRING A CHAIR OR SUPPLY A BACKDROP WHERE WE CAN TAKE PHOTOS?

In most cases Santa Steve does not supply any chair or backdrop, but arrangements can be made for them to be provided for an additional fee. Just call 919-624-6916.



Santa Steve

5316 Elm Grove Lane ▲ Chapel Hill-North Carolina ▲ 27516 ▲ www.TriangleSanta.com