

Wish! Memories Policies and Party Agreement

Policies

How do I book a party? You may fill out the request form on the Reservation Page and we will call you back to discuss the details. You may also call us at 901-414-2353. A \$100 + tax non-refundable deposit will be required at time of booking to hold your party date. We accept cash, checks or credit cards for the initial payment payable to Wish Memories, LLC. This deposit will go towards the cost of your party, which will be paid in full on the day of your party.

What if I need to cancel or postpone my party? If you have to postpone, we will work with you to reschedule your party to another day that will work but you must cancel before 1 week prior to the party. The \$100.00 + tax deposit is non-refundable, but it can be applied towards the cost of another party if held within 90 days of the original party date. If you choose to cancel our services for ANY reason, your deposit will not be refunded. As the hostess, you will need to notify your guests as to the cancellation. If it is necessary to resend invitations there will be a charge of \$1.50-\$2.50 per invitation if we have prepared your invitations.

What if there is bad weather or illness? In case of bad weather or illness *Wish! Memories* reserves the right to reschedule your party. If the guest of honor becomes ill we will gladly work with you to choose an alternative date for your party (based on availability). See above for more information.

When do you need the final RSVP count? We will need your final RSVP's no later than 5 days prior to the party. You may email it to us or we will call you. With this total we will determine your remaining balance. The number you give us is what we will use to prepare for the party. *Wish! Memories* will then determine the appropriate quantities of costumes, favors, and the advance cost of preparing for your party.

What is the minimum attendance? Parties may be scheduled for eight or more children. If less than eight attend your party, you will still be charged for eight children. There is a maximum of 12 children.

What should the children wear? The children do not get undressed if they so wish. Our costumes can be worn over a leotard or bathing suit or clothing. We can remind your guests of this in your custom invitations.

What happens if guests arrive late? We have a pre-determined schedule so we are unable to wait for guests that arrive late. They may join the party at whatever point it has progressed to when arriving.

Are parents invited to stay for the party? This is a high-energy party with make-up, dress-up, photo taking, eating, and lots of movement. We request that adults wait in area that is non-interfering for the party. Keeping the noise level down is also important so the party guests can hear and follow directions of the Party Director.

Can Siblings of the guest stay? Siblings, who are not guests to the birthday child, are allowed to stay as long as they are supervised & stay in another room from the party. We provide many accessories that contain small parts at many of our parties and they may not be appropriate for very young children. The package that you have paid for only includes entertainment for the birthday child and their guests. Unfortunately, we will not be able to accommodate unexpected guests or siblings of guests, as we prepare our parties based on the final head count given to us prior to the party.

What if we want to open gifts? That is fine. We allow for this in our package parties and we write the gift list for you during the opening.

Can the parent serve food to the children? Yes, you can however, please consider that accidents happen and some food/beverages are very difficult to remove from our dress up attire. If there is a concern, food can be served after the children take off their costumes.

Photos

With permission, Wish! Memories may use pictures from our parties for promotional purposes on our website/advertising. We will have you sign a photo release.

Additional Policies

Customer agrees to hold and keep harmless Wish! Memories LLC., its agents and employees from any and all property damages and/or bodily injury damage caused by the customer’s guests, or other persons attending party. Customer agrees to not hold Wish! Memories LLC. responsible for inclement weather or other acts of God that may cause the cancellation of the party. Should something of this nature cause the cancellation of the party, Wish! Memories LLC. shall apply any remaining monies due to another party date and location that is mutually agreeable to both parties. In the event of damage or loss of Wish! Memories’ inventory and or damage or loss at the Party’s location, the financial responsibility lies entirely with the contracted client. You, as the Client, also assume all liability and responsibility for allergic reactions or any other medical reaction stemming from the crafts, wearing of costumes or any activity taken place before, during or after the party.

Prices subject to change without notice, once this contract and deposit is received, your prices are locked in for your party.

Agreement

Wish Memories agrees to host your _____ Package _____ Party on _____ at _____ AM/PM _____ at 100 E Mulberry St., Collierville, TN.

I have read, understand, and agree to the policies of Wish! Memories.

Customer Signature

Date

First Name _____ Last Name _____

Birthday Child’s Name _____ Age _____

Number of Guests _____ Boys _____ Girls _____

Address _____ Phone _____

City _____ State TN Zip 38 _____

Email address _____

Do you want to be added to our email newsletter? Yes _____ or No _____