

Girlz Wold Spa Party Bus Policy:

DEPOSIT REQUIREMENT

A NON-REFUNDABLE deposit equivalent to 50% of the cost for the selected party is required to book and secure the date of your spa party event. Credit or Debit card payments ONLY. Cash payments ARE NOT accepted. Confirmation of spa party package details will be provided upon payment of non-refundable deposit. Final payment for the spa party package is due no later than 5 days prior to your spa party event date. Failure to pay balance due, will be considered "cancellation" (see rules below for cancellation).

FINAL PAYMENT

Final invoices are emailed and payment is due 5 days prior to your spa party event. All Payments can be made with a major credit or debit card via secure payment through Girlz World Party Palace website. If you book a party within 5 days, you must pay your total in full at the time of booking.

REFUNDS

No Refunds will be issued on any services that have already taken place. If you are canceling your event with less than a 5 days' notice, no refunds will be permitted on deposits made. We highly recommend rescheduling to avoid losing out on your deposit.

CANCELLATION: You may use your non-refundable deposit within six months of the original booked date, towards the cost of a new spa party package.

NO SHOWS: The full cost of the booked spa party package will be charged for any No Shows

Service Areas & Party Package Adjustments

Girlz World Spa Bus service all areas located within 20 miles of Benton Harbor, MI (49022). A Mileage Fee equivalent to \$3.00 will be charged for each additional mile traveled. Girlz World Spa Bus the right to reject any spa party booked outside of the service area radius.

3 Day Party Package Adjustment

You have 72 hours to make any spa party package adjustments. ALL spa party package adjustments require approval from Girlz World Spa Bus representatives.

FINAL GUEST COUNT

Your final guest count is due 5 days prior to your party/event with the final payment. We will use this count to determine appropriate quantities for costumes, sitting, stations, supplies, etc. A signed permission slip/waiver is required for each party participant and must be signed by each participant's parent (guest of honor parent IS NOT allowed to sign on behalf of any other parent). All signed permission/waiver slips are due with final payment. Girlz World Spa Bus reserves the right to refuse service to ANY party participants' absent a signed permission/waiver slip.

GUEST BEHAVIOR

It is not our responsibility to discipline party guests. It is the responsibility of the hosting parent to appropriately handle any children that are misbehaving. Parents are not allowed to stay on

the bus during service. A chaperoning ADULT (18 years or older) must be present, within 50 feet of the bus location, and accessible throughout the duration of the party.

PARTY SET-UP AND CLEAN UP

Set-up is different depending on the party you choose. Generally, we need 30 minutes of set up time upon arrival before the start of your event and 15 minutes for breakdown at the conclusion of your event. We will send you a courtesy text when we arrive and when we are done setting up so you can take a sneak peak before the party begins. Please do not send party participants to the bus until after your sneak peak and you are notified that we are ready to begin the party. **NO PARTICIPANT WILL BE ALLOWED ON BUS 20 MINUTES AFTER PARTY BEGINS.**

Girlz World Spa Bus asks that ALL old nail polish be removed from hands and toes of ALL PARTY PARTICIPANTS. This makes our pampering process a lot smoother. We will charge an additional polish removal FEE of \$5.00 per party participant, if any nails/toes contain existing polish.

DAMAGE

While we do understand that accidents happen, the client may be held responsible for any excessive damage sustained to costumes or property of Girlz World Spa Bus. While we do understand that accidents happen, the client may be held responsible for any excessive damage sustained to costumes, tents or property of our bus.

FOOD AND BEVERAGE

We do not allow food and beverages on our party bus unless approved by Girlz World Party Bus representatives.

SEVERE WEATHER CONDITIONS

In case of unforeseen circumstances in any instance where there are mechanical issues with Girlz World Spa Party Bus or inclement weather conditions that are out of our control (snow, ice, extreme heat, thunderstorms, hurricane/tornado warning, high winds unforeseen emergency circumstances, etc) we will gladly reschedule at our next available date.

PARKING RULES

It is your duty to secure parking for the bus (at least 3 car spaces in a row are required). If you are using a parking lot space of a venue, park, building, church, hotel, etc., it is your responsibility to communicate with the owner and confirm that our bus will be allowed to park there for the allotted party time. Any time spent waiting for available parking will be deducted from service time. **Parking locations resulting in the difficult maneuvering of Girlz World Spa Bus WILL NOT be allowed.**

PLEASE NOTE: Payment of the deposit amount for any Girlz World spa party package implies that you have read and agree with the policy of Girlz World Spa Bus.