

# DIY PARTY PACKAGE FREQUENTLY ASKED QUESTIONS/POLICY

## 1Q.What is included in the DIY party package?

**A.** 10 themed invitations, 10 chairs, 10 matching theme chair covers, one table that seats 10, three themed centerpiece, one stylish happy birthday banner along with additional specific party supplies; depending on the choice of theme party package you choose.

## 2Q.How do I get my invitations and when can I get them?

**A.** once you have reserved your party along with your deposit within 48hrs 10 invitations and envelopes will be ready for pick up at **Over the Top Partys** office or we will be more than happy to mail them to your home address or for your convenience we can email it to you. Please keep in mind to give your self enough time to get these out to your guest in a timely manner to ensure everyone gets an invitation.

## 4Q.How and when do I book my package?

**A.** Visit book on line page to select your party package, date and time, based on our calendar availability package you may then complete our Party Agreement and make a **non refundable deposit of \$100. We use paypal(no account required) Final Payment:** Final payments are due 1 week prior to day of pickup in cash. upon renters all rental Package. We recommend you reserve your party package at least three weeks in advance. Last minute requests are welcomed as long as we have availability.

## 5Q.When and Where can I pick up my package?

**A.** Monday - Thursday 9: All pickups and drop offs are by appointment only.

**9Q. When do I return** 30am-11am by appointment only. Friday- Sunday 10am-4pm by appointment only. If this schedule does not work for you please contact us so we can accommodate your time frame. **the DIY party package?**

**A.** By appointment only **All packages** are due back at **Over Top Partys** office no later than **next day of the pick up** the day of pick up no exceptions, a late fee of **\$50** will be charged to your card at **7:01pm**. For every hour that the party package is late an additional **\$50** will be charged. We will make every effort to work out a comparable time that fits for you, just contact us.

## 11Q. Is delivery and set up available?

**A.** Once you book your order, a staff member will call or email you to arrange a delivery date and time. Delivery and set up is available by appointment only for a charge of **\$60** within a **20 miles** radius from the office. Anything further will be an additional cost, please contact us to find out about the additional amount. Please ensure that there is adequate parking for our staff

to easily access your home and bring in our equipment efficiently. We will require a single room to set up. We kindly ask that you provide a smoke free environment and to keep all guest and/or any pets away from the party area until the room transformation and breakdown is complete. Your cooperation in this matter is greatly appreciated. Should you wish to host your party outside, please let us know in advance of your party date. We will be happy to accommodate your choice, weather permitting and preferably no warmer than 75 degrees Fahrenheit.

**12Q. What should children wear for the packages that includes dress-up?**

**A.** the party guests are asked to wear clothes that can easily be covered by our costumes. Some great examples are tank tops, short sleeve t-shirts, shorts or leggings. The sizes will vary, if you have any concern about a size just let us know and we will make sure it is comfortable for the party guests. All costumes are laundered and sterilized after each rental to prevent any damage to our costumes

**What if I want to supply the food?**

That is fine, however for purposes of maintaining the highest quality costumes, china, and table linens, we request that children consume refreshments or food that do not contain staining agents such as cola, tomato, dark berries, Kool-Aid, etc. Although we understand that accidents can happen, you may be held liable for excessive damage to the costumes, linen or china. It is recommended that you serve the party guest food prior or after to dress up time to prevent any damage to the costumes.

**13Q.How many kids does one DIY party package accommodate?**

**A.** The packages are for up to **10 children**. We provide you with specific amount of supplies such as plates, crafts, food etc. For 10 children, if you would like to have the package accommodate more than 10 children it will be a **\$20.00 extra charge per child for the DIY basic** package.

**14. Does the price change if I have less than 10 kids?**

**A.** No, the price will not change if you have 3 children or 10 children. The packages are for up to 10 children.

**18.Does the birthday child receive special treatment?**

**A.** the birthday child will receive a free gift bag.

**22. Is there a final agreement form provided?**

**A.** There will be a final agreement provided upon making your reservation that should be mailed or faxed back to us with your signature. A release form will also be provided the day of pick up/delivery outlining the full price of all the inventory that you are renting.

**23.Are you insured?**

**A. Over The Top Partys** is insured Please feel free to ask for a copy of our Certificate of

Insurance if required by your Institution's policies.

### **24Q. what happens if an item is missing or damaged?**

**A.** Customers are responsible for all rental items from the time of delivery/pick up until they returned to us. All items that are missing or damaged will be charged in full replacement. Normal wear and tear on an item is expected and will not result in an additional charge. Our employee will ask you to examine the rental items thoroughly, demonstrate how to use all equipment and answer any questions you may have. Please make sure that you inspect all items before you leave our office or before the delivery driver leaves your location. Once you have taken possession of the item(s), you will be deemed to have acknowledged that it is acceptable and in good working condition and you are responsible for it. Use rental items for their intended purpose only to ensure that an item is not damaged by misuse.

### **25Q.Allergies?**

**A. Over The Top Partys** is not responsible for allergic reactions or any other medical reaction stemming from the facials, wearing of costumes, food or any activity taken place before, during and/or after the party. The responsibility lies strictly with the client. Please inform **Over The Top Partys** of any allergies prior to the event .All guests under three years of age must be supervised. We provide many accessories that contain small parts at our parties and they may not be appropriate for very small guests.

### **26Q.Are these the only DIY party packages offered?**

**A.** We are in the process of adding more packages for both girls and boys. Please check back with us or you may contact us if there are any suggestions.

### **27Q. what if I would like to make my package more personal?**

**A.** you are more than welcome to add additional items to your party to make it more personal such as banners, a candy buffet or even add gift bags for your lovely guest, just check out our **add-on page** for ideas or you may contact us by email. This will be at an additional cost that must be paid at time of reservation in order to order your supplies in advance. Once we have order your supplies there will **not be a refund** for this purchase.

### **30Q.Can I invite boys to a girl party package?**

**A.** Of course! We always make an extra effort to accommodate boys. We do have a variety of boy costumes, crafts, and boy-oriented face paint. This will be at an additional cost please contact us for more information.

### **32Q.Canellations and refunds?**

**A.** Once your party is booked and the deposit is paid, there will **not be a refund**. The party can only be postponed one time. Based on availability, we will gladly work with you to reserve an alternate date for your party. If you would like new invitations printed we will gladly print them for you at cost. If any bakery and or personalized items have been ordered **no refunds will be given**. Inclement Weather Policy: We will NOT provide refunds due to rain or issues

solely due to environmental and/or weather conditions. If you choose to hold your event outside, you must have an alternate plan. We will not set up an event outside in temperature below 40 degrees or above 75 degrees. There are NO EXCEPTIONS to this policy. \*If you have to cancel due to inclement weather, we must have 24 hour notice. **Over The Top Partys** reserves the right at all times to cancel Party Agreements should issues arrive due to the safety of our staff or conflict between parties.

### **34.You didn't answer my questions?**

**A.** Please ask for clarification if there are any questions regarding the above policies before reserving your party.

### **35Q. what if my desired DIY party package is not available to be reserved?**

**A.** We will be more than happy to work out an alternate date for you. Our calendar is done on a first come first serve basis so it is imperative to reserve your party package as early as three weeks in advance.

### **37.What is privacy policy?**

**A.** Over The Top Partys promises to adhere to the highest ethical standards in safeguarding any information received from clients. We do not rent or sell customer information, to outside marketers. All photos used are for promotional purposes only and will not identify the child and client age, residence or name.

In accordance with Georgia law we do not provide tools (nail clippers. nail files etc...) for Mani's or Pedi's. Our parties are for entertainment purposes only and are NOT meant for licensed nail technicians. We reserve the right at any time and from time to time to modify or discontinue, temporarily or permanently, the Services, or any part thereof, including the availability of any Goods thereon, with or without notice.

### **39Q. What is the difference between a Do it yourself party package and a package with a host?**

**A.** Do it yourself **Over The Top Partys** packages will be boxed up and ready for you to pick up at our office or delivered and setup for an additional charge, it can be reserved online or called in between our office hours. A party guide timeline, game suggestions, food suggestions will be provided, it is recommended that reservations be placed as early as three weeks in advance to make sure all party packages are available for your child's special day. They must be **returned** no later than 7pm the day of the party.

**A package with a host:** comes with an attendant that will setup and break down as well as entertain the ten guest for **two** hours. Entertainment will depend upon the choice of party package you choose. We also offer the choice of 12 cupcakes or a 10inch cake please refer to our add-on page for the choices.

### **40Q.Is there a deposit required to reserve my package?**

**A.** For the **basic** DIY party package a deposit of **\$100 non refundable** is required to reserve your party package this will be deducted from the final amount of the party package. A credit card is needed to make a reservation this will be held on file until all items are returned undamaged and on time to the office. For party add-ons will require payment in full at time of reservation **nonrefundable**.

**41Q.Do you offer mid-week specials**

**A.** we offer specials for mid week party packages. Contact us for the rates.