



Phone: 469-373-GLAM | Email: LivisGlamSpa@gmail.com | www.livisglamspa.com

G.L.A.M. Policies

Livi's G.L.A.M. Spa parties are approximately 1 ½ to 2 ½ hours, depending on your party package and number of guests. We require 30 minutes set-up time before each party. Our parties operate according to a set schedule, therefore, all parties must start on time (weather permitting). Under absolutely no circumstances, will we be able to wait for latecomers. Latecomers may join in at the point of the party's progression, when they arrive. If the party runs into overtime, due to no fault of Livi's G.L.A.M. Spa, the party host will be responsible for overtime fees of \$30.00 (due upon receipt).

Party Location Requirements:

1. Provide a safe/clean smoke-free area for all activities.
2. Please have tables and chairs set up and cleared before our arrival.
3. Provide enough tables and chairs to accommodate all of your invited guests.
4. We will require a sink / water at all on-site locations to perform spa services.

The G.L.A.M. Squad:

1. G.L.A.M. Squad will arrive at your location approximately 30 minutes prior to the scheduled party time for set-up.
2. G.L.A.M. Squad team members are responsible for set-up and running of smooth parties.
3. We ask that your tables and the designated party area be cleared and ready for setup upon our arrival.
4. We will begin promptly at time indicated with treatments being done in rotation between party guests.
5. Our time is reserved specifically for your party, we ask that all guests are on time to receive the full spa treatment in the allotted time.

Reservations: Once you have selected a party date, time, location, signed agreement and deposit has been received we will block off your reserved time and date for your event. You will receive a party confirmation email. Any other clients interested in booking will not be able to schedule for that same date & time. We reserve the right to refuse any party, under the conditions of what we consider to be an unsafe environment for our G.L.A.M. Squad.

Forms of Payment: We accept Visa, MasterCard, Discover, Amex, Diners Club, PayPal, Debit and Credit Cards & Cash. No checks or Money Orders will be accepted.

Deposit: A, non-refundable deposit of \$100/\$150 of total party cost, must be paid to Livi's G.L.A.M. Spa, to secure your party date & time. Deposit payments are applied towards the final balance of your party. Your complete party balance must be paid 14 business days prior to party date. (No Personal Checks or Money Orders will be accepted, No Exceptions).

Payment Options: We will accept installment payments for parties up to 14 business days prior to your event date. Installment payment arrangements must be made directly with Livi's G.L.A.M. Spa. Please contact us directly to discuss.

Final Guarantee: We require a final guarantee, of your guests and/or any changes, you would like for your party, at least 14 business days prior to your party. We understand that it can be a little hectic getting RSVPs from your guests, and narrowing down your last minute party details. After this time, we will not be able to honor any last minute requests (some exceptions may apply, and will be determined by Livi's G.L.A.M. Spa). Please understand that there is a significant amount of time that goes into preparing for your party, which is solely based upon your chosen party package and your final guarantee.

Therefore, on the day of your party, if any additional guest(s) arrive you will be assessed an additional guest fee of \$ 35.00 per person. Your party is billed based on the final guarantee count you provided for your party. Rates do not change and refunds are not given due to guest no shows. Please be as accurate as possible, final guarantee is used to make preparations for your event.

Minimum/Maximum attendance: All packages are designed to accommodate a guest minimum of 8 (including the guest of honor). Parties smaller than the minimum should contact Livi's G.L.A.M. Spa directly to determine the best on-site service options. In order to ensure that each girl receives the attention she deserves any party over 10 will require an extra G.L.A.M. Squad Member and fee.

Siblings of guests: Our party packages cover the guest of honor and their guests. Please include any siblings in the final guest count if you would like for them to participate in the party activities and receive spa services. Services will not be extended to siblings not included in final participation guarantee unless the additional guest fee is charged.

Late arrivals: Please advise all guests that the party will begin exactly at the scheduled time. All activities are carefully planned, and anyone arriving late may join the activities at the point that they have progressed.



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Cancellation & Refunds: If your party needs to be cancelled, you must notify Livi's G.L.A.M. Spa within 72 hours of your event date by emailing us at LivisGlamSpa@gmail.com to be eligible for a reschedule. You will be charged a cancellation fee of 80% of the total party balance. Cancellations made less than 72 hours prior to the event date will be required to pay total party balance due in full to be eligible for rescheduling. We will try our best to accommodate you by rescheduling your party within 60 days from original party date but can be scheduled up to 3 months from original party date. You will be offered the opportunity to reschedule, according to our availability. All deposits paid to Livi's G.L.A.M. Spa are non-refundable. If you need to cancel your party for any reason your deposit will not be refunded as it is 100% non-refundable, as we begin preparations for your party immediately upon securing your party date.

We do not offer refunds or credits for guests who do not show up on the day of the party. Your deposit will be applied towards the cost of the new scheduled party which must be held within 3 months of the original party. If you choose to cancel your party for any reason, refunds will not be issued, and your billing will follow the cancellation fee policy. There will be a \$50.00 charge for a date-change request by the client. In cases of bad weather, serious illness or other unforeseen emergencies, Livi's G.L.A.M. Spa reserves the right to reschedule your party.

Cancellation Fees:

0 – 3 days	100% of total party price
4 - 30 days	80% of total party price
30 days+	Deposit only

Media: All photos/videos taken by Livi's G.L.A.M. Spa, during your party, are solely the property of Livi's G.L.A.M. Spa, and may be used by Livi's G.L.A.M. Spa for advertising purposes only. We reserve the rights to use photographs/videos taken at any party serviced by us in any and all promotional media. Your signature on this Consent Form constitutes your agreement that you will make no monetary or other claim against Livi's G.L.A.M. Spa for the use of photos/videos taken of your child during the party.

Disclaimer: Livi's G.L.A.M. Spa parties are for entertainment purposes only. We exercise special care in being sanitary and using mild kid-friendly products that are especially sensitive to young skin. We make no claims of being licensed professional technicians, cosmetologists, or estheticians. Therefore, we take no responsibility for any allergic reactions of any party guest. It is the responsibility of the parent or guardian, hosting the party, to alert Livi's G.L.A.M. Spa, in advance, of any allergies that any of the children may have. We require all children have a completed service consent form before services begin. Livi's G.L.A.M. Spa reserves the right to refuse services on any child, for any reason, that we feel may impose a health risk to themselves or others. Parents are responsible for completing the service consent form prior to any spa services.

Liability: Livi's G.L.A.M. Spa, its owners and employees assume no responsibility or liability for any accidents, injuries, losses, allergies or damage caused by any guest of the party. It is the responsibility of the parent or guardian, hosting the party, to supervise the children, keeping them safe and disciplined for the duration of the party. In case of loss or damage of any Livi's G.L.A.M. Spa equipment or party items, caused by a party guest, whether intentional or unintentional, the parent or guardian hosting the party, will be held responsible for the monetary reimbursement of that item.

Discipline and non-participation: The G.L.A.M. Squad is responsible for the flow of the party and the party activities only. We ask that you monitor disruptive behavior and attend to any child who does not wish to participate.

Inclement weather/illness: In the event of severe weather or unforeseen circumstances or illness, Livi's G.L.A.M. Spa reserves the right to reschedule your party. If you choose to cancel the party due to severe weather or illness, please remember that your deposit is non-refundable. We will work with you to reschedule your party for an alternate date.

Damage: We understand accidents happen. However, the client will be held responsible for excessive damage to costumes, and any property belonging to Livi's G.L.A.M. Spa. Fees include but are not limited to: \$25 per costume, \$5 per glam item (crowns, boas, microphones, and any other props). \$100.00 Karaoke Machine, \$45.00 foot basin damage, \$30.00 manicure bowl damage, \$60.00 director's chair etc...

By signing this document, you agree to all party policies, terms and conditions of Livi's G.L.A.M. Spa. Date of service will be confirmed and constitute a booking upon receiving completed and signed party agreement, policies form, and party deposit.

Name (please print): _____ **Date:** _____

Signature (party host): _____