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Frequently asked questions

How do I book The Santa Family?

Call one of the above numbers or go to thesantafamily.ca, complete our booking request form and complete our Contract Booking Form. Be sure to use the correct form for either commercial or residential.

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 our 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.

Is a deposit required?

Yes, a 50% deposit of the total booking fee is required. Until the agreement is signed and deposit is paid, your dates are not secure. If date is already booked, your deposit will be returned in full.

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.

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 we are booked at many events throughout the season. We often have 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 we have filled in all of our 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.

What kind of background check does your company provide?

The Santa Family has a current criminal background check. It is provided by the local police and a copy can be provided on request.

www.thesantafamily.ca



What if I only want The Santa Family 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 Oakville Ontario.

How early will The Santa Family 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, **The Santa Family** will arrive approximately 15 minutes prior to appearance unless otherwise stipulated above in the agreement.

The Santa Family require any breaks?

Due to the nature of Santa'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.

Can the photos of The Santa Family be used for your company advertising and marketing?

Any and all photos taken of **The Santa Family**, 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 **The Santa Family**.

What will The Santa Family be wearing?

Santa has a white beard and wears real Santa Suits with leather boots and belt. It is our goal that his presentation be as authentic as possible. If Mrs. Claus and/or helpers are included with our booking, they too will be appropriately dressed.

Does The Santa Family bring a chair or supply a backdrop where we can take photos?

In most cases **The Santa Family** does not supply any chair or backdrop, but arrangements can be made for them to be provided for an additional fee. Just call or email us with your request.