

## Frequently Asked Questions

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### **Can you come for more than one hour?**

Our package is designed to give maximum fun in the appropriate timeframe. Generally, we find that for most children one hour is the optimum time. However, if you need us to be there for a longer time, (or shorter) please ask. We are always keen to give you what you want.

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### **Can you perform outdoors?**

All of our entertainers have a show that can be performed literally anywhere! We've done shows in living rooms, garages, verandahs, pergolas, local parks, fast food restaurants, church halls, and even on a boat! So I'm sure your location won't be a problem for us!

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### **How much space do you need?**

All of our entertainers have a "Walk in - Walk out" Show. We can perform in minimal space, just so long as the whole audience can see and hear us.

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### **How many guests can there be in the audience?**

No event is too big or too small for us to entertain at! However, if the audience is going to be larger than 50 people, then we would like to know before so that we can choose our material accordingly. Also, we may need to bring a PA system for larger audiences, so an additional cost may be charged.

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### **Which payment methods do you accept?**

We can accept your payment by:

Direct Deposit

Major credit cards and Debit Cards (Amex and Diner's Club excepted)

PayPal

Cheque

Money Order

And of course, we love Cash (because, like you, we hate the banks!)

We do not accept payment via MoneyBookers. Unfortunately, we have experienced negative outcomes in 100% of our transactions with them.

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### **Do you require a deposit?**

Yes, a 50% non-refundable deposit (see cancellations and reschedules) will be charged to confirm your booking at the time of your reservation. This deposit is in place to protect you as well as us. Once money has changed hands, we have a legally binding contract:- That means that we are legally obligated to appear at your event, even if we get a better offer. Believe me, there are some unscrupulous entertainers who deliberately quote low fees in the hope that they will get a higher offer. If they do, then they simply don't turn up for your booking. By paying a deposit, you can be assured that we will be there on the day!

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### **When do we have to pay the balance?**

The remaining balance should be paid in full prior to the commencement of the entertainment. If paying by cheque, payment should be made in time for the cheque to clear before the day of the party.

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### **Why do we have to pay before the entertainment starts?**

Firstly, it is standard practice in the entertainment industry to pay before the entertainment starts... at movies, concerts, sporting events, etc. Live shows are no different.

Unfortunately, from our experience, people are very slow to pay after the event, and sometimes they don't pay at all. The reason for this is that they know there is no way for us to repossess the show, and we have no other leverage to force them to pay.

The bottom line is... our contract is based on a lot of trust and goodwill. We need to trust that you will pay us, and you need to trust that we will provide quality entertainment. However, one of us will have to make the first move. We are confident that we can fulfil our end of the bargain, but if you are not

entirely sure about booking us, then we would prefer not to go ahead with the booking.

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### **Can we cancel or reschedule the date?**

You may cancel your booking at any time; however your deposit will be forfeited.

If you wish to reschedule the date, we are happy to do so - subject to availability. If you can give us 30 days notice then there is no penalty. However, if you wish to reschedule within 30 days of the date of your event, then we need to charge an additional 50% of the original fee.

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### **What happens if it is raining on the day?**

If your event is being held outdoors, it would be a good idea to have a back-up plan just in case it rains. Inclement weather is not a sufficient reason to cancel a booking, so we would require payment in full.

Should your event be rained out, and subsequently postponed to a later date, then we are happy to provide a performance at the rescheduled event for half of the original fee.

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### **Do you have a Working With Children Check / Blue Card?**

Generally speaking, entertainers are not required to have a Working With Children Check / Blue Card for the vast majority of our activities. So, you should not be concerned at all if your entertainer does not have one. Besides, we always insist that we work in a supervised environment, with at least one other adult present.

Requirements vary from state to state. You may find this document helpful.  
<https://www.australiannationalcharactercheck.com.au/working-with-children-checks.html>

Having said that..... YES, MOST OF OUR ENTERTAINERS DO HAVE THE RELEVANT WORKING WITH CHILDREN CHECK. If this is a requirement for your booking, please mention it before you confirm the gig.

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### **Are you insured?**

All of our people carry current Public Liability Insurance to the value of at least \$10,000,000 dollars.

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