



FREQUENTLY ASKED QUESTIONS:

HOW DO I BOOK CINCY SANTA?

Call 859.380.7341 or go to CincySanta.com and complete our Book your event Form. Clients can view Cincy Santa's current calendar on his web page under Book Santa. While every effort is made to keep the calendar up to date, he cannot guarantee that they are available for your individual party, as Cincy Santa may have a personal event booked for that time.

DO YOU SEND A CONTRACT?

To guarantee rates and terms quoted, all bookings are done with a booking agreement. Each agreement contains the details of the actual event, all of Santa's information and contact phone numbers. Agreements also contain all deposit and payment details, as well as other important information and deadlines. If booking is actually made with less than 30 days prior to the scheduled date, you can use our Pay Pal feature on our website to pay deposit amount.

IS A DEPOSIT REQUIRED?

Cincy Santa requires a Retainer of 50% of the total booking fee for new clients. Your date(s) is only secure until the Agreement is signed and Retainer is paid by the date specified in the Agreement.

WHAT HAPPENS IF I NEED TO CANCEL?

If cancellation becomes necessary more than 45 days prior to visit date a full refund of the retainer will be made to client. Cancellation less than 45 days and more than 20 days prior to visit date the retainer fee less 20% of total booking fee will be refunded. Cancellations 20 days or less prior to visit date, the retainer will be forfeited by client. It is assumed that all visits will be indoors, or that arrangements have been made to keep Cincy Santa LLC dry if visit is held outdoors, and therefore cancellations due to inclement weather are not accepted.

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 Cincy Santa is booked at many events throughout the season. He often has 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 Cincy Santa has filled in all of his appointments. Because of this, changes made after confirmation are at the client's cost, and must be made to us in advance when possible.

WHAT KIND OF BACKGROUND CHECK DOES CINCY SANTA PROVIDE?

Cincy Santa has a criminal background check run each September by ClearStar, Inc. Copy can be provided on request.

PO Box 184, Petersburg, KY 41080
Toy Shop 859.689.0191 - Sleigh 859.380.7341
www.CincySanta.com  *@CincySanta* 



WHAT KIND OF INSURANCE DOES CINCY SANTA HAVE?

Cincy Santa carries a minimum \$1 million dollar entertainers' liability policy with Kaercher Insurance Co. Copy can be provided on request.

HOW EARLY WILL CINCY SANTA 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, Cincy Santa will arrive approximately 15 minutes prior to appearance unless otherwise stipulated in the agreement.

DOES CINCY SANTA REQUIRE ANY BREAKS?

Due to the nature of Cincy Santa's traditional outfit, it is necessary that he have periodic breaks for events lasting longer than three (3) hours. His performance location should be cool and comfortable and 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 WE USE THE PHOTOS OF CINCY SANTA FOR OUR COMPANY ADVERTISING AND MARKETING?

Any and all photos taken of Cincy Santa, 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 Cincy Santa LLC.

WHAT WILL SANTA BE WEARING?

Cincy Santa has a natural white beard and wears real Santa Suits with leather boots and belt. It is our goal that his presentation be as authentic as possible. Cincy Santa may appear in more casual outfits for appearances outside of the Christmas Season.

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