



Party-On-The-Go (POTG)
Policy - Terms & Conditions

1. **Reservations.** To reserve a POTG please call our office at 866-9 PARTY 7 (972-7897) or complete a POTG Order Form at <http://www.mystarparty.com/potgorderform.pdf>.
2. **Party Availability.** Parties are booked on a first come, first served basis. Star Party will make every effort to accommodate your party date and time; however, if your date and time are not available we will make every effort to assist you with an alternative date and time.
3. **Contracts.** A completed and executed Party-On-The Go Order Form and a copy of the POTG Policy – Terms & Conditions serves as your contract.
4. **Payments.** Full payment is required to hold your date for a POTG.

Your POTG is not confirmed until we have a completed and executed POTG Order Form AND full payment.
5. **Travel Fee:** If your party location is more than 20 miles away from the LAX area you will incur a Travel Fee of \$2.00 per mile. (i.e. If your party location is 27 miles from the LAX area your Travel Fee will be \$14.00)
6. **Guidelines for Cancellation of a POTG.** Should you have to cancel your POTG for any reason Star Party requires 48 hours advanced notice. You will receive your full payment minus a \$25.00 Cancellation Fee. If you cancel your POTG 24 hours of the event you will receive 50% of your full payment. Any cancellation less than 24 hours will result in the forfeit of your full payment. It is your responsibility to notify your guests of the cancellation.
7. **To Reschedule a POTG.** We will be happy to reschedule your POTG; however Star Party requires 48 hour advanced notice AND your future party date must be within 2 days of the original party date. It is your responsibility to notify your guests of the rescheduled party date. If you wish to cancel please be reminded of our Cancellation Guidelines.
8. **Inclement Weather.** Most POTG are indoors, but if your party location is outdoors and there's severe weather conditions we will be happy to either move the party indoors. If you wish to cancel please be reminded of our Cancellation Guidelines.
9. **Changes to the POTG.** If you would like to make changes to your POTG please notify Star Party ASAP so that we can make every effort to accommodate your desires.
10. **Attendance.** POTG packages are designed for a minimum of twelve children, including the Guest of Honor. If the attendance falls below the minimum there will be no credit or refund given.
11. **Arrival Time.** We will arrive 30 minutes to an hour prior to the party time to set up for a Basic and Deluxe POTG with no Party Add Ons. If there are Party Add Ons we will be sure to arrive in enough time to adequately set up for your POTG.
12. **Our Responsibility.** Star Party is not responsible for any accidents that may occur before, during or after your POTG. However we are responsible for providing our Client with excellent, timely and professional customer service; we are committed to ensure your Star Party POTG experience is a positive one.
13. **Your Responsibility.** It is your responsibility to confirm with the guests' parents and/or guardians of any allergies their children may have to any food or beverage provided by Star Party and to notify Star Party immediately with your findings.

Thank you for the opportunity to treat your child like a star!