



## POLICIES & PROCEDURES

**Parking:** Our Travel Spa Bus is 33 feet long - it is your responsibility to make sure there is enough space in the desired party location for us to park. If your party is at a different venue other than your home, you will need to confirm with the venue that we are allowed to park there during the allotted party time. Once you have received this confirmation please email it to us, so we have it for our records.

**Travel Fee's:** We service 25 miles outside of our home location (Ponte Vedra, FL) if you wish to have a Lah Dee Dah party but live outside of the 25-mile radius a travel charge of \$3.00/mile will be applied. Due to unpredictable traffic we may need to adjust party times when traveling to further locations.

**Reservation/Deposits:** We require a \$100 deposit at the time of booking to reserve your date and time desired. The remaining balance is required 7 days in advance of the party. Should you book your party less than a week in advance the full amount is required at the time of booking. Please make sure whomever is booking the event is the point of contact for the party.

**Cancellations/Rescheduling:** Should you need to cancel an event, Lah Dee Dah Travel Spa will gladly reschedule your event for another date & time. However, we do require a minimum two week notice prior to the initial event date. Should the notification come within the two-week window, an additional \$100 nonrefundable deposit will be required to reschedule. There will be no refunds for cancelled events. However, we will be happy to offer alternate dates based upon availability.

**Final Payment:** The remaining balance is required 7 days in advance of the party. Should you book your party less than a week in advance the full amount is required at the time of booking. Please make sure whomever is booking the event is the point of contact for the party.

**Party Times:** Our weekend party times are set for 10AM, 1PM, 4PM, and 7PM. Weekday party times are more flexible and based on availability.

**Set Up:** In general, set up for a party once we have arrived will take around 20 minutes. We ask that no guests come to the bus until we are completely set up and ready to go. You will know it's party time when we knock on your door. After the event it will take us around 15 minutes to breakdown and depart.

**Final Head Count:** Please have us the final guest count 7 days prior to your event with the ages of all guest attending. The guest count will help us prepare all supplies to make each and every guest have the most magical experience possible.

**Party Hostesses:** Party Hostesses are not licensed technicians or cosmetologist all services performed are just for fun. There will be at least 2 party hostesses on the bus at all times. Parties that have over 8 guests require an additional hostess, which is why we charge a \$30 fee for each additional guest to make sure all parties go smoothly.

**Food and Beverage:** Outside food and beverages (other than water) are not permitted inside the bus.

**Favor Bags:** If you did not purchase a package that includes Lah Dee Dah favor bags you may bring your own onto the bus. Let us know if you plan to do this and we can have them set up before the guests come aboard the bus.

**Presents:** Present opening is not included in our activities. If you wish for presents to be opened on the bus, we suggest you purchase additional time (\$85 ½ hr).

**Substitutions:** Our party packages are thoughtfully planned out. No substitutions will be offered but you may add on any service listed under our a la carte menu to your desired package.

**Guest Participation:** No guest will be forced to do any party activity that they do not wish to participate in. However due to time constraints we will not be able to go back to an activity if they wish to do it later. Guests who arrive late to the party will not be able to have any service done that has already been completed before their arrival.

**Misbehaving Guests:** It is the responsibility of the host parent to handle any guest who is misbehaving.

**Damages:** Accidents happen! However, you may be charged for any damages that are sustained to the bus or items on the bus during your party.

**Health and Safety:** Before applying any of the products we will always test a small area on each guest to make sure they will not have any reaction. All brushes used for makeup and hair will be either disposable or cleaned and sanitized before using on another guest. \*Please let us know if any guests have allergies that we should be aware of before the party. We are not responsible for any allergic reaction or other medical reaction that may occur while guests are on our bus.

**Inclement Weather, Illnesses, Mechanical Issues:** Lah Dee Dah reserves the right to reschedule an event in the case of unforeseen circumstances such as severe weather, mechanical issues, or critical illnesses. If you do not wish to reschedule we will offer you a full refund.