

Frequently Asked Questions

1. How do I Book Santa Noel? Call 540-520-5898 or www.HighlandSanta.com and complete our Booking Form. Clients can view our web pages to see Booking Calendar and additional photos of Santa Noel. Openings may show in the Appointment Book, but we cannot guarantee that they are available for your individual party, as they may have already been booked for that time.

2. Do You Send a Contract? To guarantee rates and terms quoted, all bookings are done by contract. Each contract contains the details of the actual event, all Santa Noel information and all contact phone numbers, so that you and our office can be in direct contact with each other. Contracts also contain all deposit and payment details, plus other important information and deadlines.

3. 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 the 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 7 days out or less, the deposit will be forfeited.

4. 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. Santa Noel is booked at many events throughout the season and 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 Santa Noel has filled in all of his appointments. Because of this, special requests or changes made after confirmation are at the client's cost, and must be made to Santa Noel in advance when possible. Often, we must get other clients or families to adjust their schedules to meet your changes. The minimum additional charge for changes, after initial confirmation, is \$50.

5. What Kind of Background Check does your Company Provide?

Santa Noel has a current criminal background check. It is provided by IntelliCorp. Records, Inc.

6. What Kind of Insurance does Santa Noel Have? Santa Noel carries a minimum \$1 million dollar entertainers' liability policy with Kaercher Insurance Co.

7. What if I only want Santa for 30 Minutes? Thirty-minute bookings are limited to Private single-family home visits. All other home parties, corporate events and special events are a minimum of one-hour within 50-mile radius of Roanoke, VA.

8. How Early will Santa Noel 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, Santa Noel will arrive approximately 15 minutes prior to appearance unless otherwise stipulated above in the agreement.

9. Does Santa Noel Require any Breaks? Due to the nature of Santa Noel'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.

10. Can we Use the Photos of Santa Noel for our Company Advertising and Marketing? Any and all photos taken of Santa Noel, 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 Santa Noel.

11. What Will Santa Noel be Wearing? Santa Noel 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. If Mrs. Claus and/or helpers are included with our booking, they too will be appropriately dressed.

12. Does Santa Bring a Throne or Supply a Backdrop where we can take Photos? In most cases Santa Noel does not supply any chair or backdrop, but arrangements can be made for them to be provided for an additional fee. Just call 540 520 5898

Santa Noel

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