



*SC Santa (Santa Patrick Faulds)*  
2819 Friendly Lane, Columbia, SC 29210  
Weekday Phone: 786-3897 Evening/Weekend Phone: 798-9034  
Email: [santa@santasc.com](mailto:santa@santasc.com) Website: [www.santasc.com](http://www.santasc.com)

## Santa Booking Policies

**Online Booking Calendar:** My online booking calendar can be viewed by visiting my website at [www.santasc.com](http://www.santasc.com). The calendar is updated as soon as possible after new bookings or holds are placed on dates. If you are re-visiting the calendar page, you should refresh your browser to be sure it displays the most recent changes. While every attempt will be made to keep the calendar as updated as possible, there may be changes that are not displayed at the time of your visit. Contact Santa by email or phone to confirm availability for a particular date and time. You may notice that some dates will list “Holds” and “Inquiries”. These dates may still be available for booking. (See below) If you are interested in booking one of these dates, contact me directly by email or phone.

**Book a Date:** Review the online calendar, and then contact Santa by email or phone to confirm that the date and time is still available. Once the date, time, and type of visit have been agreed upon, you will be sent a reservation form that outlines the details; including all fees and retainer information. To secure your booking, complete and sign the form and return it as indicated with your retainer. Your time and date on the booking calendar will be marked as ‘Booked’. If a retainer is not required, receipt of the signed reservation form will complete the reservation, and your date will then be marked as ‘Booked’. All ‘Booked’ dates are subject to the payment and cancellation policies listed below, unless noted differently on your signed reservation form.

**Hold a Date:** If you are interested in booking, but need time to arrange a retainer or confirm event plans with someone else, contact Santa by email or phone to check availability and to request a reservation form. Complete, sign, and return the form, and the date will be marked as ‘Hold’ on the booking calendar. If another party requests the same date/time before you have finalized the booking, you will be contacted and offered an opportunity to promptly complete the reservation or release the date. The closer to Christmas, the less time you will have to ‘Hold’ a date.

**Inquiries:** Some dates on the booking calendar will have an “Inquiry” notation. This simply means that someone has expressed an interest by inquiring about a particular date or time, but has not completed or returned a reservation form. If you are interested in a date that is marked “Inquiry” you should contact me by email or phone as soon as possible.

**Payment Policy:** In most cases, a retainer is required to guarantee a date. The amount of the retainer may vary, but is usually 50% of the total contract price. The balance of the total agreed price, including any additional travel or mileage, is due upon arrival at the scheduled event. See cancellation policy regarding refunds.

**Cancellation policy:** Due to the large number of requests and limited dates during the Christmas season, cancellations can cause big problems in Santa’s schedule. This is the current cancellation policy...

- Cancellation 28 days or more prior: 50% of retainer refunded or 100% refund if date is rebooked.
- Cancellation 14-27 days prior: Retainer refunded only if the cancelled date is booked by another party.
- Late Cancellation (less than 14 days prior): No refund, and balance of agreed price for all time reserved is due within 14 days unless original date/time is re-booked by another party.

*If host needs to change the date/time of the visit, the original booking is cancelled and refunds are only eligible as listed above. This includes but is not limited to any cancellations due to inclement weather, illness, or 3<sup>rd</sup> party unavailability. Late cancellations require any outstanding balance for all time reserved to be paid within 14 days, unless original date/time is booked by another party. In the unlikely event ‘Santa’ must cancel and is unable to reschedule, liability is limited to return of any pre-payment.*