

PARTY CHARACTER PACKET

Fancy Faces
Fairy Tale Characters



Written By: Your Fairy God Mother

AVAILABILITY:

We need characters we can count on. You are being hired because you agreed to keep your evenings and weekends free with notice. When scheduling outside work or personal events, please keep this in mind. If you have upcoming vacation or any known unavailability coming up, please update the Staff Availability Calendar on Google Calendar, to which you will receive a link and directions. I will schedule around you or employ your counterpart.

Once you have confirmed a booking, you cannot cancel. If you need to cancel for emergency reasons only, I will try to find a replacement. If I cannot find a replacement, you will be required to work the date anyway because we are under contract with the client and must provide the service we have promised. If you do not fulfill a contractual event, you will be replaced and lose your spot on the team.

CHARACTER:

Please research your character. You need to be the expert on it. The kids will ask! Be sure to master their mannerisms, and how they pose. You can look up your character on Google.com. Type in your character's name and then type Disneyland and search. Click on the images tab, and see your character in action at Disneyland. That's the character we most want to look like and emulate. Watching the movies is helpful for learning the stories and gaining information about your character.

When in costume, you should be in character, even when you're driving! But most especially from when you arrive at the event until you leave their neighborhood. Even when talking with the parents and especially when you are talking with the kids or just sitting there doing nothing. You represent Fancy Faces when in costume and we advertise our characters are the best. Remember, the happier the parents and children are with your performance, the more dates we will book and the more work you will have and the more money you will make.

COSTUMES:

We've invested a lot in our costumes, and it will be important for all characters to take very good care of them while they are in your possession. For that reason we have a few policies to regard when wearing them or having them in your possession.

1. Costumes are picked up after Wednesday of the week of your event. Only contracted employees may pick up or drop off supplies/costumes, so plan accordingly.
2. Costumes are returned by Wednesday after your event, earlier if in need of cleaning or repair. This helps us to have them ready and available for the next week. If you have two events two weeks in a row, you may keep your costume if it is not in need of cleaning or repair.

3. Please do not attempt to clean or repair the costume yourself unless you must to accommodate a booking or given permission by the owner.
4. The costumes should not be around any smoke or cigarettes or the like. They should not be stored in a place where smoking is allowed. If there is a client who smokes, and if they are getting close to you, just kindly say with a smile, "For the sake of the costumes, we ask that you don't smoke around them, Thank you."
5. When not being worn, the costume should be hung and in bags or boxes at all times. Please do not leave them in cars or outside.
6. Please wear ALL of the costume when working, including masks, belts, jewelry, hoop skirts, false eyelashes, wigs and accessories. We want all of our characters to look consistent from job to job.
7. If costumes or accessories are lost or damaged during your use, you may be responsible for paying for the replacement or repair at the owner's discretion.

TIMELINESS

This is probably the most important part. Our reputation is based on providing what we promise and being there every time when we say we are going to be there. I absolutely must have a team I can count on. Tardiness and no shows cannot be tolerated in our business. When we are late to events, we put a feeling of unreliability and worry in our clients mind, and they will not refer us to their friends. Leave for your event EXTRA EARLY so traffic, getting gas, or difficult to find locations aren't a problem. You can always wait outside in the car until it's time to go in.

If you are going to be late, be sure to call the customer at least 10 MINUTES before the start of the party to alert them there is a delay and when you will be arriving so they do not worry. Also be sure to indicate you were late on your report.

Even more of an issue, when we don't show up to events or cancel at the last minute, we might as well close up shop and forget it. We can never leave a parent hanging with no entertainment and broken promises to their children. If you cancel late or no show, you will be removed from the cast immediately, no exceptions. If you agree to an event, you must be there. It's usually just an hour long and most things can wait. You will have to try to work around any conflicts. If you need to back out of a booking, **you need to call me immediately when you know something unavoidable has come up so I can try to get a replacement.** If I can't get a replacement, you will be required to work the event anyway. Cancellations on the day of the event are not allowed and will result in being removed from the cast.

HAIR AND MAKE UP:

You are responsible for your hair and makeup for each event and it must be done completely. This includes false eyelashes, curling the hair, eye makeup and lips, or wearing wigs, the whole thing. Please plan for the time to do this and take your time to do it well. Authenticity of the character is important and if you don't look like a princess, we aren't providing to our customers what we said we were going to provide. You are the face of Fancy Faces!

TATTOOS & PIERCINGS

Any visible tattoos need to be covered and hidden. No tattoos can be showing. Any piercing beyond ears need to be taken out during a booking.

YOU!

You are a superhero or princess, and you need to treat yourself like one. Poor sleep, poor eating habits and poor hygiene habits all affect your health and how you will perform and look. Please get enough sleep the night before your event. Please avoid a lot of salt (restaurant food has a ton of salt), please avoid dairy products as much as possible (can create acne) and please eat a lot of fresh, raw fruits and vegetables. (which keeps the skin, hair and nails extra healthy and boosts the immune system around sick people and kids.) If you don't like to eat fruits and vegetables, you need to get on a whole food supplement (different than vitamins). We recommend Juice Plus®, it's the best one out there and it will help you stay well. People who take it regularly report more beautiful skin, thicker hair, less sickness, and more energy and sense of wellness. You can order it through me at DanaWright.JuicePlus.com or directly through the company at www.JuicePlus.com.

SAFETY

If at any time you feel unsafe or uncomfortable when you arrive or are at a client's house, you may leave immediately. Your safety and comfort is the primary concern for me. We've never had this problem, but I want you to know I will back you up in this circumstance. If you have any conflicts with the client or they are displeased or complaining, politely say "Dana will be happy to assist you, please give her a call" and give them one of my cards. Don't engage with the customer in conflict situations. In both situations, call me immediately when you leave the party.

PERFORMANCE

You can receive bonuses based on your performance. We will be contacting each client after your event to get feedback. Each positive feedback will help towards this. You do well, we do well, and we want to keep you around! Two or more unfavorable feedbacks from a

client will result in being removed from the cast. Don't worry, we will relay any feedback so you have the chance to improve!

KEEPING IN TOUCH

Please return emails and calls promptly. Our clients don't like to be kept waiting and will go to another company if we don't respond right away! Your fairy godmother doesn't like to be kept waiting either! It's important I have your most recent contact information on file. Please be sure to update me with any new cell phone numbers or email addresses you get.

GETTING PAID:

In order to get paid, you will need to send in a report and an invoice for your services, and return your costume and all party supplies. Please include your round trip mileage (characters only) so you can be paid accordingly. You can fill out the online report at www.FancyFaceParty.com Choose the MORE option on the menu, then click on EMPLOYEE PAGE with the password WEMAKEPARTIESFUN. Then choose SUMBIT REPORT. If we have your report/invoice in time, we will have a check ready for you when you drop off your costume/supplies. Invoices need to be professional and attached to the report.

HAVE FUN!

Most importantly have fun with this! You have the best job in the world.... It comes with a lot of responsibility (kids look up to you and I depend upon you), but its fulfilling too! Enjoy what you're doing, act professionally on the job, but with joy and a smile, and everything will turn out just fine! Be sure to SMILE! A LOT!

Thank you for being a part of Fancy Faces! We are so glad you are with us!

PARTY CHARACTER PACKET

AGREEMENT LETTER

I, _____ have read and understood the Party Character Packet and agree to follow the guidelines and policies set forth as a representative of Fancy Faces™.

Signed _____

Date: _____