



Policy and Conditions

With 18 years of experience, Le Petit Spa has worked hard to make every event unforgettable. Over time, we were able to master every step of the way to make it a very smooth process, from the smallest group of girls to the biggest.

We ask prospective clients to read the following policies and procedures to ensure we work correctly.

Le Petit Spa is a weekend business. We try to accommodate three princesses who want to celebrate their birthdays in one day; therefore, we are equipped with the most needed supplies for you to bring less to the venue.

Our staff is trained to help you during the 30 minutes you have for set up and pick up. If you plan to do a lot of set up, we recommend booking the first party of the day. That way, you have one hour to set up, or paying an extra hour would be ideal.

We provide:

- Cake stands
- White platters
- Bottle opener
- Ice buckets for kids and adults (NO ICE is provided)
- Lighter
- Trash bags
- Tablecloths
- Cake knife
- Cooler

Booking and Payments:

Our personalized system allows you to book in person or via email.

You must submit your deposit form immediately after it is emailed to you. We do not hold dates without a deposit. We receive various phone calls per day asking for availability. We cannot guarantee some available dates and times after the call ends.

For your convenience, we have an updated calendar on our website. Call us to reconfirm if some dates might be open or if you would like to be added to the waitlist. Sometimes, we do have cancellations or postponed dates.

We require a \$500 deposit, which is fully refundable within 4 weeks and is nonrefundable 3 weeks before the event. You can, however, change the dates if they are available. This deposit is deducted from your balance, which is paid at the end of the party. No checks are accepted. Credit card payments must have the credit card present. To prevent credit card processing fees, we recommend cash or Zelle. If you wish to make additional payments towards your balance,

we must receive the form with a signature authorizing us to charge your card the amount desired.

Max Capacity of Guests:

The maximum number of girls attending a party with their parents or guardians is 40. The maximum capacity for Le Petit Spa is 130 people.

Lost and Found:

We are not responsible for lost items in our venue. However, we do have a lost and found bin in which we place any items left behind that were found. Our venue is fully equipped with cameras in case of any lost valuables, which we recommend not bringing. We highly recommend that the host do a final walk-through after their party to ensure nothing is left behind before the next party arrives.

Communication:

We do not take phone calls over the weekend for our staff's convenience and to ensure full attention to your party. However, our phone line is connected to someone who is available for you and your guests if you need assistance before, during, or after your party. If you are calling over the weekend to discuss your upcoming event, please be patient, as we are trying to give our weekend parties the most magical experience possible. Don't hesitate to contact us during our business hours, Tuesday-Friday, 10 am-6 pm. We also have communication through WhatsApp. In case of an emergency, please email us at lepetitspacoralgables@gmail.com.

Outside Vendors:

We allow outside vendors, but you are responsible for any damage they cause. We do not allow cooking at our venue, either inside or outside. You or your vendor must remove the backdrops at the end of the party. We are not allowed to trash backdrop panels in our building.

Food Orders must be emailed within 2 weeks before the event, and some listed platters may not be available upon the catering service's receipt date.

Cake and Sweets Table:

If you want to order a cake from us, email a picture of the desired design and the number of people it will serve. Allow us a few days to give you a quote, plus delivery. Our sweets table will be set up before the party, like the picture shown on our website. Colors and themes can be modified upon request.

If you bring your cake, we can't receive any deliveries more than 30 minutes before your party unless it is the first part of the day. We are not responsible for any damage when delivered by an outside vendor.

Invitations:

Our digital invitations are sent after we receive your deposit. Please make sure to write your daughter's name, age, and RSVP information in the deposit form to ensure a faster delivery. If you realize you have not received your custom invitation after sending the deposit, please

contact us through email. Our invitations are custom-designed for each package. If you are undecided on which package to choose, we also have a standard design for you to send. NO CHANGES CAN BE MADE TO THE DESIGN.

We DO NOT ALLOW:

Pinatas, confetti, slime, a fog machine, bubbles, paint, permanent markers, crayons, dogs (or any other pets), tape on our walls, tape on the floor, nailing on walls, stapling on our tables, tape on our front counter, red wine, chocolate fountain, or any food that can damage our Beautiful venue, walls, clothing, and costumes.

We ALLOW:

Outside food, alcoholic beverages (except red wine), balloons, characters, face painting, DJ, entertaining services with some limitations, arts and crafts, bartenders, catering services, LED robots, black lights, and disco lights.

Time of entry

Because we have many events in a day, we ask that you respectfully enter the venue 30 minutes before, unless you are the first party of the day or a weekday party. You should let your vendor know this rule. We can't have vendors outside waiting for set up during or at the end of a party.

When the party is over, please leave 30 minutes after the party to allow the next guests to set up. We promise to make this process smooth and stress-free.

Food and Allergies:

Outside food: Le Petit Spa is NOT responsible for any allergies caused by outside food delivery.

From our Menu: You are responsible for informing us if any of your guests have allergies and communicating this to the catering service.

We are a Make Believe spa; our make-believe facials are done with plain water, Cetaphil, and real cucumbers(fake cucumbers can be requested within enough time)

We must be advised if any girls attending have allergies, or we can NOT be held responsible. If you want us to use water-based nail polish, the party host must provide it.

We use regular eyeshadow, glitter, and lip gloss for makeup. As a safety precaution, we apply them with a disposable applicator and only use them once.

For our little one's safety, we do not reuse combs. Each girl will receive their comb, and they are more than welcome to take it home at the end of the party.

If any girl has lice, we will immediately stop the service and notify the party host. This is a very sensitive matter, and we do not want to make anyone uncomfortable while trying to keep everyone safe.

Gratuity:

Our Dolls work very hard from beginning to end to make your event stress-free and the most magical experience for your daughter. In parties with over 15 girls confirmed, a 15% gratuity is automatically added to the bill. Still, if they exceeded your expectations, it would be highly appreciated if you modified their gratuity. When parties have fewer than 15 girls attending, we will have three percentage options at the bottom of the bill for you to decide.

Accidents and Damages:

It is the host's responsibility if our venue is damaged during the party. The cost of any non-return merchandise, such as t-shirts, tutus, robes, and costumes, will be charged to the host; we highly recommend advising the guests that all of the items mentioned must be returned unless the host brings their own to give away.

Parking and Delivery:

Coral Gables can be frustrating regarding parking, especially when wanting to attend a party on time. We conveniently made a parking Map to share with your guests. We have three parking options: valet parking, public parking on the second floor of our building, and outside meters. This map will be attached to your invoice sent via email.

The back door of our venue can be conveniently used to deliver food, supplies, or other products; the entrance is through Giralda St, past the valet booth. We are door # 3. We don't have a doorbell. Please knock on the door only 30 minutes before the party starts to prevent interrupting someone else's party.

Signature

Date