



NORTHERN ONTARIO EXPO

HEROES 4 HIRE BOOKING APPLICATION & SERVICE AGREEMENT

PACKAGE #MASTER CHIEF 117 – ONE CHARACTER APPEARANCE

CUSTOMER INFORMATION

Customer Name: _____

Address: _____

City/Town: _____

Postal Code: _____

Telephone: _____

Email Address: _____

EVENT INFORMATION

Character Requested: _____

Performer Assigned (NOE Use Only): _____

Date of Event: _____

Location of Event: _____

Type of Event: _____

Event Start Time: _____

PACKAGE DETAILS

Package: One Character Appearance

Price: \$200.00

Duration: Maximum 30 Minutes

City of Timmins Area: YES NO

Out of Town Booking:

- Gas Fee: \$1.25/km (Round Trip)
 - Performer Fee
 - Accommodations (If Required)
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WHAT IS INCLUDED

Your Heroes 4 Hire package includes:

- ✓ Meet and greet with the selected character and guests
 - ✓ Celebrate with the guest of honor while presents are opened
 - ✓ Optional presentation of pre-arranged add-on gifts by the performer
 - ✓ Cake cutting and group singing of Happy Birthday (*Performer will not carry the birthday cake due to costume restrictions.*)
 - ✓ Photo opportunities with all guests
 - ✓ Dedicated Northern Ontario Expo (NOE) Handler to assist the performer and ensure guest safety
 - ✓ Performer requires a private area for changing and storage of personal belongings during the event
 - ✓ Creative scheduling and customized party planning are welcomed and encouraged
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TERMS AND CONDITIONS

PAYMENT OF FEES

A non-refundable deposit equal to 50% of the booking fee is required at the time of booking.

The remaining balance must be paid in full no later than one (1) week prior to the event date.

Failure to provide full payment one week prior to the event may result in cancellation of the booking by Northern Ontario Expo, and NOE reserves the right to accept another booking for that date and time.

OUT-OF-TOWN BOOKINGS

For all out-of-town appearances requiring accommodations, hotel confirmation must be provided to Northern Ontario Expo at least two (2) weeks prior to the event.

Northern Ontario Expo reserves the right to approve or reject any proposed accommodations. Should accommodations be deemed unsuitable, alternate accommodations must be arranged and approved by an NOE representative.

TRAVEL FEES

All bookings outside the City of Timmins are subject to a travel fee of **\$1.25 per kilometer (round trip)**.

OVERAGE TIME FEES

Should the customer request an extension beyond the purchased package duration, an additional fee of **\$150.00 per performer for each additional 30-minute period** will apply.

Payment for additional time must be approved by the NOE Handler during the event.

EARLY TERMINATION OF EVENT

Northern Ontario Expo, its Handler(s), and Performer(s) reserve the right to terminate an appearance immediately if:

- The environment becomes unsafe.
- Guests are abusive or disrespectful.
- The performer, handler, or costume is being mistreated.
- The safety of any person or property is compromised.

If an appearance is terminated for any of the above reasons, no refund shall be issued.

All guests, including children, teenagers, and adults, are expected to treat Northern Ontario Expo property, performers, and handlers with respect at all times.

PERFORMER SAFETY POLICY

The safety of our performers is our highest priority.

At no time will Northern Ontario Expo performers be placed in situations that may jeopardize:

- Their personal safety
- The safety of guests
- The integrity of costumes and equipment

Due to the weight, limited visibility, and heat associated with professional character costumes, performers will not participate in:

- Running activities
- Athletic competitions
- Swimming or poolside activities
- Climbing or strenuous physical activities
- Activities involving stairs where safety may be compromised

This policy is **NON-NEGOTIABLE**.

QUALITY CONTROL GUARANTEE

To ensure the highest quality guest experience, Northern Ontario Expo recommends that attendance for character interactions not exceed twenty (20) children.

All performers will be accompanied by a trained NOE Handler to assist with safety, guest interaction, and performer requirements.

CONFIRMATION OF BOOKING

This agreement becomes valid and binding upon signature by both the Customer and an authorized representative of Northern Ontario Expo.

CANCELLATION POLICY

Northern Ontario Expo reserves the right to cancel a performer appearance due to unforeseen circumstances.

Should Northern Ontario Expo cancel the appearance, the customer will receive a full refund of all monies paid.

ACKNOWLEDGEMENT

By signing below, the customer acknowledges that they have read, understood, and agree to all terms, conditions, policies, fees, and requirements contained within this agreement.

CUSTOMER / PARENT / GUARDIAN

Signature: _____

Printed Name: _____

Date: _____

NORTHERN ONTARIO EXPO REPRESENTATIVE

Signature: _____

Printed Name: _____

Date: _____
