

- Reservations are required for all tours and character visits. Submit your order online or call the booking office at 713-524-9196.
- Submission of the on-line booking form is NOT a guarantee of your order. A representative from the booking office will contact you to confirm your order. A contract will be emailed to your school for your review and signature. Signed contracts should be returned to the booking office within (1) one week to confirm your reservation. Reservations are not secure unless a signed contract is on file with the booking office.
- **Final Payment is due one month before the performance.**
Payment can be made in the form of credit card, check, or cash. Payment should be mailed with plenty of time to reach the three-week deadline. Travel fees should be paid separately and may require an earlier payment date.
- If overnight accommodations are needed, an initial deposit for a portion of the travel fees will be due one month after the agreement is signed.
- Schools paying by check may submit checks from the school district, the school, PTA or the classroom teacher. We cannot accept checks from parents. Please limit the number of checks per performance to 3.
- Parent chaperones and students that attend are the responsibility of the school. Any problems that may arise will be addressed to the school representative only. It will be up to the school representative to deal with his or her own chaperones and students.
- Inclement weather/"Act of God" – If a performance is cancelled due to inclement weather or any "act of God" then a performance credit will be provided for an alternate show. There are no refunds for performances cancelled due to inclement weather or "any act of God".