

The Real Santa

Covid 19 Information 2020

During the 2020 Christmas season, TRS will take every measure necessary to adhere to instructions and advice from State and Federal governments as well as additional requirements as directed by you/our clients for the health and safety of all parties during or in the wake of the Covid 19 Pandemic. These may include testing of performers, social distancing and/or mask wearing (if required at that time and in your state/city).

Should your event need to be cancelled due to legal/lock-down restrictions or for health and safety concerns (at your discretion), you will have the option to replace the booking with one of our Virtual Santa experiences or to cancel or postpone the event.

The Real 'Virtual' Santa options:

1. Pre-recorded personalised videos created by us and sent to clients. This could be 1 video addressed to the group/s or multiple short videos personalised to individuals.
2. Live online video chats with Santa. Again this could be chat with groups or individuals
3. Virtual Santa Parties (online video) for up to 100 guests/locations at once. This could be a group address and break off into individual chats.

For more information see our Virtual Santa page here
(<https://therealsanta.com.au/services/the-real-virtual-santa/>)

Cancelation/Postponement options:

<u>Cancellation Date:</u>	<u>Refund in 2020</u>		<u>Credit</u>
Prior to November 1st	100%	OR	100%
November 1st-15th (or)	90%	OR	100%
15-30 days prior to event date	90%	OR	100%
8-14 days prior to event date	75%	OR	100%
3-7 days prior to event date	50%	OR	75%
Within 48 Hours of event	0%	OR	50%

Note: Credit can be used for Virtual Santa in 2020 or for your booking in 2021 (or portions thereof). You will have the option of keeping part of your booking (eg. Props/Virtual Santa) and rolling over the balance of your invoice if you choose.

We have tried to be as flexible as possible in these difficult times, we hope you understand.

For more information or to discuss your circumstances please contact us on
bookings@therealsanta.com.au

Kindest regards,

The Real Santa and Elves