

FREQUENTLY ASKED QUESTIONS



HOW DO I BOOK SANTA?

Call 607-767-7025 or go to southerntiersanta.com and go to the Contact page to send a request. You will get a response to your request.



DO YOU SEND A CONTRACT?

To guarantee rates and terms quoted, all bookings are done with a contract booking form. Copy of our residential contract is online. The contract contains the details of the actual event, all of Santa's information and contact phone numbers, so that you and our office may be in direct contact with each other. Contracts also contain all deposit and payment details, as well as other important information and deadlines.



IS A DEPOSIT REQUIRED?

Yes, a 50% Deposit of the total booking fee is required. The deposit may be waived at the discretion of Southern Tier Santa. Until an agreement is signed and deposit is required, your dates are not secure. If date is already booked, your deposit will be returned in full if it was requested.



WHAT HAPPENS IF I NEED TO CANCEL?

If cancellation becomes necessary more than 60 days out, the Deposit will be refunded if it was collected. For cancellation of any booking less than 60 days but more than 30 days out; if a deposit was collected, less 20% of the total booking fee will be refunded. Cancellation 30 days out or less, the deposit will be forfeited if it was collected.



WHAT IF I HAVE A SPECIAL REQUEST OR NEED TO MAKE A CHANGE IN THE SCHEDULE?

We understand that every party is different and special to the needs of the client, family and guests. If you have a special request just let us know at the time of booking and we will tell you if we can do it.

If you need to make a schedule change, please remember that Santa Sal is booked at many events throughout the season. His schedule is booked up, especially on Fridays, Saturdays and Sundays. Often it is difficult to make changes after the initial booking is made, as Santa Sal has filled in all of his appointments. Because of this, changes made after confirmation are at the client's cost, and must be made to us in advance when possible. Often, we may be able to get other clients or families to adjust their schedules to meet your changes. The minimum additional charge for changes, after initial confirmation, is \$50.



WHAT KIND OF BACKGROUND CHECK DOES YOUR COMPANY PROVIDE?

Southern Tier Santa has a current criminal background check. It is provided by IntelliCorp. Records, Inc. A copy can be provided on request.



WHAT KIND OF INSURANCE DOES SANTA HAVE?

Southern Tier Santa carries a minimum \$2 million dollar entertainers' liability policy with Kaercher Insurance. A copy can be provided on request.



WHAT IF I ONLY WANT SANTA FOR 30 MINUTES?

Thirty-minute bookings are limited to private home visits for single-families on Christmas Eve. All other home parties, corporate events and special events are charged a minimum of one-hour within a 50 mile radius of Binghamton, NY.



HOW EARLY WILL SANTA SAL ARRIVE?

As it is very difficult to hide Santa, for most events or parties, Santa will call when he is about 5 minutes away. Then someone from your event can meet him and assist if necessary. For Special Events, Santa Steve will arrive approximately 15 minutes prior to appearance unless otherwise stipulated above in the agreement.



DOES SANTA REQUIRE ANY BREAKS?

Due to the nature of Santa's traditional outfit, it is necessary that he have periodic breaks and that his performance location be cool and comfortable, we recommend no more than 70°. If outdoors or in a warm environment, appropriate breaks may be necessary as per health and safety regulations. It is assumed that all events will be indoors, or that arrangements have been made if event is held outdoors, and therefore cancellations due to inclement weather are not accepted.



CAN WE USE THE PHOTOS OF SOUTHERN TIER SANTA FOR OUR COMPANY ADVERTISING AND MARKETING?

Any and all photos taken of Santa or Mrs. Claus, whether by individuals or professional photographers, are assumed to be for private or personal use of the client and may not be used for commercial or promotional use without written permission of Southern Tier Santa.



WHAT WILL SANTA BE WEARING?

Santa Sal is a traditional Santa and wears real Santa Suits with leather boots and belt. It is our goal that his presentation be as authentic as possible. You may pick the look you want by checking the gallery of photos and making a note of which style suit you would like him to wear. If Mrs. Claus and/or helpers are included with our booking, they too will be appropriately dressed.



DOES SANTA BRING A CHAIR OR SUPPLY A BACKDROP WHERE WE CAN TAKE PHOTOS?

In most cases Santa Sal does not supply any chair or backdrop, but arrangements can be made for them to be provided for an additional fee. Just email Santa@southerntiersanta.com or call 607-767-7025.

