



Description of Services

Celebrate the birthday of your special master or princess! The Heartstrings Maid Cafe is here at your pleasure to make your special day extra moe magical. We recommend our birthday services for groups 8-14 but we consider our services excellent for any ages above 7. Perfect for the anime fan, japanese fashionista, or lover of all things cute or "kawaii". Parties must be at least 5 attendees minimum.

Packages

Celebration! Basics - \$200/60 min

(Max. of 12 guests)

Includes 2 Maids or Butlers (Requests for specific cast members accepted but not guaranteed)

Curated jpop Music throughout appearance

Photo Session

Assistance serving birthday cake/party dessert with special, signature "moe moe kyun blessing"

1 dance performance (at least 5 feet of clear space at venue must be provided per dancer)

1 included Cheki (souvenir polaroid) taking and decoration with cast members for

birthday master or princess with specialty celebration sleeve signed by cast.

Celebration! la Mode - \$300/90 min

(Max. of 18 guests)

Includes Basics plus...

1 Assistant, assists with service, photos etc.

Personalized guest of honor present
Seasonal availability, may include:
Light stick, Photocard Holder, Stickers, etc

Themed game or activity

**Celebration! Royale - \$ 450/120 Min
performance time + 30 Min set up**



(Max. of 26 guests)

1 Additional Maid or Butler

Includes Basics and la Mode plus...

Custom Decorated Heartstrings Backdrop
for photos

Table Activities

Dependent on cast member availability. Offerings can be negotiated after date and cast have been confirmed.

Upgrade Activity:

Souvenir Polaroid Cheki **\$8/per guest**. Includes pens and stickers to decorate alongside maids + specialty celebration sleeve!

EXTRAS

For each 6 additional guests after the Royale package maximum, you must book another cast member.

Additional maid or butler - \$90 per performer

To extend your performance time:

In order to ensure we provide optimal service, all cast will take a 5-10 minute break after your initial 90 minute event time, before returning for any additional time booked. Another 5 minute break will follow every additional hour.

Extra 30 min of social time - \$60 per 2 performers

Additional activity (30 min) - \$80

Second dance performance - \$30/per dancer



Sample Itinerary

Celebration! Basics

Arrival Time 3:00 PM

3:00-3:15 Cast Meet and Greet: Cast Introduce themselves to the party and talk with the group

3:15-3:30 Cast Assist with serving birthday cake. Maid or Butler decorates the birthday master or princess's plate with a little chocolate sauce decoration (Can be changed for strawberry sauce on request). Cast teaches the birthday group the special maid magic spell to make the food extra delicious! This spell (Moe Moe Kyun) is an integral part of the maid experience!

3:30-3:35 Cast Performs japanese pop music dance for party. (Song selection dependent on available cast.)

3:35-3:50 Photo Session. The Basics package does not include an assistant so a photographer or other camera operator must be provided. All guests are welcome to take photos with any maids or butlers within reason.

3:50-4:00 Souvenir Cheki with Birthday master or princess, decorated by cast and signed with a specialty celebration envelope.



Conditions and Terms

Thank you for choosing HSMC for your special event. Let's ensure a safe, successful and magical day by reviewing our terms and conditions. Upon processing your deposit and confirming your booking you agree to the following:

1. **Communication:** All communication prior to the day of your event should be done through our email at heartstringscafe@gmail.com. Staff will reply to messages within 24 hours with the exception of Sundays. Before a contract is drafted, the client parties should expect to schedule a phone or zoom call with HSMC management to better understand the needs of your individual event.
2. **Deposit:** To confirm your booking a 50% deposit of the final amount is required. You have 24 hours from paying your deposit to receive a refund if you wish to cancel so long as the event is booked more than 1 week from the event. Afterwards refunds and bookings are non-refundable. If your event is booked within 1 week of event time, the deposit is non-refundable under any circumstances. All payments are to be done through paypal invoice or via venmo via invoice from HSMC. Payments will only be accepted via officially sent invoices or money requests— **do not send any payment until invoiced. Payments sent otherwise will not be accepted.** Venmo @heartstringscafe \ Paypal heartstringsmaidcafe@gmail.com
3. **Balance:** The final balance must be paid 48 hours before the scheduled start time of the event. Timely payment allows for proper preparation for your special day.
4. **Tips:** All payment for performers is included in your total bill and tips are by no means required. If you received service that surpasses your expectation you are welcome to send a tip to our team via venmo or paypal. All tips go directly to booked cast. **Cast can not accept cash in person.**
5. **Timeliness:** Our cafe prioritizes professionalism and promptness. Client understands that to safely commute to all our events a timely departure is necessary. In the case that an incident occurs we will give you up to date information on our arrival time. Our cast will stay for the entire session time booked and attempt to amend the situation with the following compensation.
 1. 10-30 minutes late: Your guest of honor will receive a special card in the mail from their preferred character. Booking party will receive a coupon for future events.



2. 30-60 minutes late: HSMC will refund the booking party 10%-20% of the total price. Previous compensation will apply as well.
3. 60+ minutes late: Booking party will be given the option for a full refund and given a free 30 minute visit at a later date.
6. **Smoking:** The costumes and property of HSMC are very limited in quantity and we do not permit smoking of any kind (including vapes) within 50 feet of cast. If a guest is smoking it is the client's responsibility to make sure the guest stops immediately. Damages incurred due to pungent odor, burns, ash or other damages may require damages paid from the client.
7. **Cancellations:** If an event must be canceled due to unavoidable illness, injury or other unfortunate circumstances, the client may reschedule for up to a month from the original date based on availability. Cast is not guaranteed in the case of rescheduling – HSMC reserves the right to make substitutions to both cast and activities as needed. The event may be rescheduled 1 time free of charge as long as it happens more than 7 days before the event. If the reschedule is less than 7 days before the event the client is subject to a 15% rescheduling fee. If a client wishes to reschedule the day of the event a 30% rescheduling fee will be charged. Further rescheduling will be charged 50% of the original booking cost.
8. **Activities:** Activities are dependent on the cast available at time of booking. Some basic options are group games, arts and crafts, etc. Activity options will be provided by HSMC upon receiving your event request and confirmed in your contract. Clients should not ask cast to perform or participate in activities not agreed upon in the contract and repeated requests outside of the contracts purview may result in the immediate termination of HSMC's appearance at your event. HSMC reserves the right to make substitutions to both cast and activities as needed.
9. **Last minute bookings:** For events booked 3-7 days in advance there is a \$50 fee. For events booked 48 hours in advance, which cast can be provided for, there is a \$100 fee. No events may be taken within 24 hours of an event. All payment terms from #2 and #3 apply.
10. **Timing Changes:** When booking you must specify the time you wish your maid cafe service to start (not the time for guests to arrive). Any changes to party length or start time will be accommodated at the discretion of HSMC and should be made at least 48 hours in advance. Changes to your event time must remain within the original date booked. Moving your date falls within our last minute bookings policy and may require changing cast or activities.
11. **Special Guest:** For birthdays, celebrations or other events that include a guest of honor, supplies are purchased in advance to celebrate their special day. If an event has more



than one guest of honor an additional fee is needed to cover the cost of supplies. Below is the cost of EACH additional guest of honor based on length of appearance

1. \$65 - 1 hour
 2. \$75 - 90 minutes
12. **Location:** The location of booking requires the following: Cast requires access to a bathroom and sink. For outdoor events, the client must provide a roofed area for all service (including walking from kitchen area to service area). For safety, any event taking place with temperatures below 60 or above 90 degrees Fahrenheit must be mostly indoors and any break areas for cast should be air conditioned. Specific weather issues such as unexpected heatwaves can be negotiated with HSMC. Be sure to have an in climate weather plan for outdoor events. Performers should be able to access fresh, drinkable water.
13. **Tables and Chairs:** In order to provide activities and assist with food service guests must have room at a table with a chair. Client is responsible for providing tables and chairs and have them set up before HSMC arrives. Any delay caused by having insufficient event space will not be compensated by HSMC.
14. **Parking:** Parking must be provided for cast. If your venue/home event space requires paid parking, clients must provide this to maids and alert HSMC in advance of any needed parking information. Clients should provide clear instructions as to where performers can park. For smaller parties, client should anticipate parking for 1 car, for groups of 3 or more cast, up to 2 cars.
15. **Service Area:** The majority of our cast is based out of Tallahassee, Florida at zip code 32301. A mileage fee is added to events based on location from the city center. Fees are charged per 4 cast members attending. For events 2 hours or more outside lodging or travel accommodations are required. Some availability in the Pensacola and Gainesville areas. Inquire for more detailed rates and availability.
1. **1-25 miles: \$0.00**
 2. **25-35 miles: \$25 flat rate**
 3. **35-45 miles: \$35 flat rate**
 4. **45-55 miles: \$45 flat rate**
 5. **55-65 miles: \$55 flat rate**
 6. **65+ miles: please contact us for pricing**
16. **Allergies:** For the safety of everyone, the client is responsible for informing HSMC of any allergies to food or products such as latex, acrylics, make up, etc. HSMC is NOT responsible for any injuries or allergic reactions that occur at the event.
17. **Photo Release:** Our cast may photograph the event for promotion on social media, marketing, or our website. We may also share photos the client publicly posts. If you do not want pictures at your party release this must be specified in contract.



18. **Pets:** All pets with the exception of service animals must be kept away from the service area and performing cast. Damages incurred via pets including tears and rips, injuries, etc are considered the full responsibility of the host and will be expected to be compensated.
19. **Damage:** While small accidents happen, clients may be held responsible for damage deemed excessive by HSMC leadership to costumes or property of HSMC. The cost to repair or replace these materials are billed to the client. Be aware of water activities or mud around property for outside events.
20. **Disruption and Non Participation:** HSMC is responsible for monitoring the event and activities. The client is responsible for monitoring disruptive behavior and tending to guests who do not wish to participate. If a child or guest at a party is being disruptive past a reasonable point, the Performer has permission to change the party activities as needed OR to ask an adult at the party to escort the disruptive behavior away from the activities.
21. **Adults and Minors:** Our daytime cafe packages are open to both adults and minors. Guests must be at least 6 years old to participate in table service. All minors must be supervised by an adult at all times. Adults are welcome to sit and enjoy service with their children but must be counted in the final guest count. Adults who simply observe will not be allowed to sit at the service table. **HSMC does not accept responsibility for the safety and care of party guests beyond reasonable due diligence in the matters of allergies, activity safety, etc.**
22. **Performer Preferences:** We aim to provide you the best maid or butler for your special event. Performer requests are based on availability of performers and are never guaranteed or promised. In the unlikely event that a contract-confirmed performer is unable to attend the event we will compensate the client with the following.
 1. Provide a list of additional characters for your party and your party will continue as planned. The originally planned character will send a video message to the guest of honor as soon as possible.
23. **Liability:** The Client agrees to hold and keep harmless HSMC and its performers from any and all property damages and/or bodily injury damage caused by the Client or any/all guests. HSMC is not nor are any of its contractors or employees responsible for any damages that occur to any persons or properties for any client or company.
24. **Safety:** Safety is the number one priority at our events. If a cast member feels unsafe at any time then they may address the issue with the client. If the issue is not resolved, the cast will leave the event. This includes any hostile language over texts, email or phone prior to the party. No guest of **any age** is permitted to climb, hang from, or kick or touch inappropriately a cast member at any time.



25. **Breach:** Any breach in this contract automatically constitutes a cancellation of your party/event and any and all payments made to HSMC will be forfeited by the client.