

NATIONAL EVENT ENTERTAINMENT / MY REPTILE GUYS
TERMS AND CONDITIONS 2010 - 2022

Customer acknowledges and accepts all the terms and conditions.

SCHEDULING:

All appointments must be scheduled through our Scheduling System online.

RE-SCHEDULING

You can reschedule your event at any time. Simply browse our calendar for a new date/time that we have available. Then, send us an email and tell us the new date/time you have chosen, and we will gladly reschedule your event and transfer your deposit.

CANCELLATIONS

You may cancel your appointment at any time. Unfortunately, the scheduling system will only provide the option to issue a refund when an appointment is canceled 240 hours (10 days) before the appointment date & time. Refunds cannot be processed if you wait and cancel the week of the show.

In the extremely rare case that we are forced to cancel your scheduled appointment due to sudden illness or injury, a car accident, inclement weather, or what is considered an "Act of God" --- My Reptile Guys will not be liable for situations that are beyond our operational control.

A full deposit refund will be issued.

PAYMENT

We do not collect or keep credit card information when the deposit is taken. The payment (balance) is paid in full directly to the presenter at the end of the engagement. We accept all credit cards or cash. Checks are accepted from Academic Institutions and Recreational Facilities only.

GRATUITIES

Gratuities are totally optional, not expected but always appreciated.

LIABILITY

My Reptile Guys have performed thousands of shows since 2010 without any kind of incident. However, participating in an interactive reptile show could result in a little scratch or some very minor injury. Persons scheduling a show fully understand the nature of our shows and release My Reptile Guys and its staff from any liability.

CUSTOMER SERVICE

We are available to answer all your questions and provide personal assistance during normal business hours. --- Monday through Friday from 9:00 am to 5:00 pm EST.

PRIVACY

All personal information and transactions are 100% confidential. We will not ever sell, share or distribute any personal information, in whole or in part, to any service, company or individual, period. The personal information is used only to communicate with you regarding your current and future events.

We reserve the right to cancel or deny service to any one we conclude to be unstable.