

Victor E. Green Appearance Terms and Conditions

General Mascot Appearance Guidelines

- Victor E. Green can only participate in activities that do not involve speaking.
- Victor E. Green cannot participate in activities that may cause bodily harm or injury to the performer.
- Victor E Green can only attend events deemed “family-friendly” in nature.

Terms and Conditions

The performer reserves the right to walk away from the event with no refund provided if the following terms and conditions have not been met:

- It must be understood that the performer's maximum time in the costume is 45 minutes - 1 hour and less than that in excessive heat and humidity.
 - Appearances booked for 1 hour or longer include breaks for the performer for up to 15 minutes per hour booked, longer in excessive heat and humidity. These are to be taken at the performer’s discretion.
- The appearance fee is based on the length of time, distance from the Comerica Center in Frisco, general nature of the event, and estimated audience size.
- The appearance fee must be paid in full no later than 2 (two) business days prior to the scheduled event.
- Any costumed character who will be at the event must be preapproved, via email, prior to the event, regardless of affiliation.

How to arrange an appearance

- A completed mascot request form must be submitted at least 1 (one) week prior to the event. The mascot request form can be completed online (<https://www.nhl.com/stars/fans/victor-e-green/appearances>)
- Upon receipt of the request, the Mascot Coordinator will review and contact the requestor by phone or email to confirm or deny availability. Please expect up to 5-7 business days during busy times of the season.
- If Victor is available, the Mascot Coordinator will finalize logistics and send a payment link, via Square, for the agreed upon amount.
- Confirmation for the appearance will be made after payment has been received.
- Please note that completing the mascot request form does not guarantee a Victor E. Green appearance.

Cancellation

- In the event that the scheduled appearance is cancelled, the Dallas Stars will grant a refund of the appearance fee on the following basis:
 - Cancellation made at least five (5) business days prior to the event--full refund.
 - Cancellation made five (5) to two (2) business days prior to the event--50% refund
 - Cancellation later than two (2) business days prior to the event--no refund.
- If there is a change in the event date for any reason, the Dallas Stars cannot guarantee any accommodations for a new date. If any changes occur after the date has been confirmed, please notify the Mascot Coordinator as soon as possible.
- The Dallas Stars may reschedule or cancel an appearance for any reason, including changes in the Stars game schedule and unsafe or inclement weather. In the event the Stars must cancel an appearance, you will receive a full refund of the appearance fee; however, the Stars will not provide a refund in the event of inclement weather or any other unavoidable incident results in the cancellation or shortening of an appearance after Victor E. Green has arrived at and/or begun performance at the event.
- The performer reserves the right to walk away from any appearance they deem unsafe, harmful or uncomfortable with no refund provided.