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Frequently Asked Questions

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What do you do?

We are a booking agency that provides live entertainment at events. We specialize in offering some of the best magicians, illusionists and mentalists in Western Canada. However, we are often approached for all sorts of things including: DJs, celebrities, motivational speakers, birthday telegrams, bands, stilt walkers, and much more! Even weird requests like DJs that play South Asian Hip-Hop (We scouted out the artist for real)!

Many of our magicians have been trained and work with the best magicians in the business. A few have even worked directly with David Copperfield, and Kevin James (at this time of writing) and travel internationally. We also offer our services for individuals and families.

What type of events can you offer live entertainment for?

We perform pretty much anywhere you can think of. Stampede Events, Christmas, Birthdays, Halloween, Weddings, Fundraisers, Street Promotions etc. We also have a great deal of expertise performing at outdoor fairs and festivals.

In what geographic areas do you offer entertainers?

Our company is based out of Calgary, Alberta. However, we source most of our entertainers throughout Western Canada including British Columbia, Manitoba and Saskatchewan. Most of our entertainers can perform internationally if requested to do so.

For events outside of Southern Alberta, we will attempt to provide you with a performer from your local area to reduce costs of travel and accommodation.

I know a performer who is cheaper. Why should I pay more?

Our prices are in line with industry standards and are occasionally monitored to ensure that we remain competitive. As a fellow magician puts it: "If you invest in a cheap entertainer, most likely the entertainment will be just that [...cheap]"

Also all our performers have been pre-screened, to make sure that they are actually good at what they do. During our companies existence we have turned down about 75% of the performer applications.

5% of All Proceeds are Donated to the ExtraOrdinary ALS Campaign and Lou Gehrig's Disease Research

I need a caterer or event planner for my event? Who should I call?

We have you covered. Quicksilver has partnerships in place with tasty caterers, experienced event planners, professional photographers, event rental equipment, etc. Quicksilver has already done all the searching for you and can work with you to provide everything you need for your event. Save time but only having to coordinate everything with 1 company.

Do you offer any guarantees?

All of our magicians' performances come with a money-back guarantee. If you are not satisfied with a performance, we will refund up to 50% of the fee. When we say our magicians are good, we put money on the line.

For other entertainers, we offer this same guarantee in extreme circumstances.

How old should my child be for a Quicksilver performance?

Our main focus is performing entertainment for individuals aged 7+ because we primarily offer magic performances. However we also do perform for younger groups. The reason for this is rooted in psychology and is quite fascinating. Before the age of 5, children have not internally learned that objects can appear to magically vanish, change colors, etc. This applies to children of all maturity levels and backgrounds.

There are of course exceptions. Highly developed children (can walk unassisted, potty trained by 14 months, speak full sentences, etc.) from the age of 2 can sometimes be fascinated by magic in a face-to-face setting. This only applies if the child trusts the magician and is attentive. This scenario rarely occurs unless the magician is a family member or family friend whom they have met before.

If your child is younger than 5, we will try to provide you with a musician, juggler, or other act better suited to young children.

How soon should I make a booking?

The sooner the better! Many of our entertainers are highly sought-after and booked sometimes 1-2 years in advance. However, 30 days in advance for non peak times (February-May, & September-October) and 90 for peak times (November-January, June-July). Anything less than 14 days notice may be difficult to provide you with an entertainer.

Our office is generally closed in August for vacation so performances during August should be made in advance. For customized stage shows, and keynote speeches please book at least 30 days in advance to allow us time to make the necessary preparations.

Do I need to pay a security deposit?

Yes, unless you have booked us through a third party agent. To secure your date we ask that you pay a non-refundable deposit of 50%. Your deposit will assist in paying for travel, equipment and supplies for your

performance. On days with multiple bookings, the performance with the deposit paid first, will have the date reserved.

Worried about the deposit? Our reputation is worth more than any sum of money; we will NOT take the money and run. We will refuse to give up your slot for another client once the security deposit has been paid. Our business is also Accredited by the Better Business Bureau office for the Calgary/Kootenays area. See our [Legal, Payment, Pricing, and All That Jazz](#) for further details.

In all cases, full payment must be made in full on the day of the performance. There are interest and penalties that apply for late payment.

How can I pay?

1. Cash
2. Cheque
3. Money Order or equivalent
4. **NEW - Interac E-mail Money Transfer

You can also pay with:

5. Winning lottery tickets (Worth at least \$ 1,000,000)
6. Bribes (Just kidding!)

We do not accept Visa, Mastercard, or American Express at this time. Payment is preferred in Canadian funds. International funds will be accepted if agreed upon before the event and that the proper exchange rate is applied. If you have not paid in advance then full payment is expected on the day of the event.

Who do I address the payment to?

Please make all cheques or money orders payable to our parent company 'Fairlie Enterprises'. Our parent company handles all our finances and taxes.

What if I have to cancel?

We understand that things do not always go as planned; If you MUST cancel please call us as soon as possible. We will allow you to reschedule the performance within 90 days of the original event. If you fail to reschedule, Quicksilver will retain the initial deposit.

If Quicksilver Entertainment has to cancel due to illness or an act of God, your money will be gladly refunded.

Do you track my internet activity/I don't want my picture or identity revealed...

Yes, our company does track internet activity. However, we have no way of collecting anything about your personal identity without you implicitly giving it to us. Please see our [Privacy Policy](#) for details.

Often times at events we will take pictures and record your comments on how well you enjoyed the performance. We will do our best to make sure we ask for your permission before using it for promotion purposes. However if we make a mistake, please let us know. Under all circumstances we will not reveal your full identity to the public. Please see our [Privacy Policy](#) for details.

I have a complaint. Who do I speak to?

We often only receive compliments, but should you need to complain, request to speak with the president or owner of Quicksilver. Please state in your [e-mail](#) or phone conversation that you have a complaint and would like to speak with the President of the company.

If your complaint cannot be resolved directly, they please contact the [Better Business Bureau](#). Quicksilver is an accredited member and will work with you and the BBB to arrive at a solution. Our BBB Business # is 52851.

My question still has not been answered. How do I contact you?

If we did not answer your question give us a call! You may contact us at info@quicksilverentertainment.com or call (403) 608-3492. We guarantee to reply within 48 hours.

You can also try checking out our [Legal, Payment, Pricing, and All That Jazz](#) for further details.