

# ONCE UPON A PARTY

*While we work on a very informal basis, it would seem the right thing to do to have a list of terms and conditions! I know it's the boring stuff but please take time to have a read-through, so we're all on the same page...*

*Thanks, Irene*

## **TERMS AND CONDITIONS**

Once a party is booked with **Once Upon A Party**, it is booked. **OUR** employees will be there. We won't be sending someone else. We have entertained at **MANY** parties and never, ever let anyone down. We have been in this business for a long time, and **reputation is everything**.

### **Booking**

- **Once Upon A Party** provides a service to our client to prepare and organize parties for a pre-arranged amount of guests, or party package at the client's home, or, where required, at other suitable venues.
- While we take preliminary bookings either by phone, e-mail, or letter, an actually **BOOKED** event must be confirmed in writing within seven days, by the return of the original form. A 50% deposit is required to secure your booking, which is deposited and deducted from the total price of the party. \$50 of the deposit is non-returnable should you cancel the party at any time. Any remainder of the deposit will be returned to you should the cancellation be made four weeks or more before the date of the party. Cancellations after this time will forfeit the full deposit. We will, of course, work with you where possible to secure an alternative date should you wish.
- The booking form once returned to us, is your confirmation of the party booking. A party booking is **NOT CONFIRMED** until we receive your deposit **AND** booking form. We reserve the right to book another party over the preliminary booking if the deposit has not been paid within the timescale required. The final balance may be paid 14 days prior by check or paid in cash on the day of the party. Please make checks payable to **Once Upon A Party**. Payments can be made by a bank transfer; please ask for details. **Once Upon A Party** will not be held responsible for any cash deposit payments being lost in the post. (Please do not send cash in the post). All bookings will be confirmed upon receipt of deposit. Confirmation can be sent via text, post, or email.
- Balance of the payment must be made on the day in cash to the entertainer before the party starts.
- **Due to other bookings on the same day, it is very important the agreed start and finish times are adhered to.** Should you, on the day, wish the entertainer to start later or remain longer, this is at the discretion of the entertainer and all extra time is payable at their rate (\$30 per 30mins or part thereof for entertainers). Of course, we can move start times around in advance for no cost (**only** if they do not affect other bookings).
- We will usually contact you a couple of days prior to the event to check any last-minute arrangements and give you peace of mind that all is set. However, feel free to contact us at any time. It's hugely important that we receive a mobile number we can contact you on the day if necessary.

### **Cancellations and Delays**

- We reserve the right to change the entertainer without notice. While, of course, we would do our utmost to supply the same one as originally booked, should there be illness or another reason they cannot attend, we will supply another of our entertainers to take their place if necessary (who will provide the same program).
- If some terrible, unforeseeable event occurred, meaning no-one could attend, we would first inform you as soon as possible and return any monies to you (in this case including the full deposit). We will endeavor to satisfy your party requirements wherever possible.
- In the very unlikely event that, due to an unforeseen incident, we are unexpectedly late and arrive after the party start time (this has yet to happen with us, thankfully), we may offer a respective discount or continue for the same amount afterward if possible. (Please note this does not include delays caused by the weather).
- We use satellite navigation and plan our routes in advance to ensure arriving within plenty of time; however, if you do know of any planned events or roadworks in your area that may affect us on the day, please let us know as this will be very helpful.

### **Hurricanes, Flooding, Snow and Ice**

- Although I would expect my entertainers to make every effort to get to a party, I cannot put them at risk, and if they deem it too dangerous to get to your party, I have to support them in their decision. In this event, you will be refunded any monies. For more information regarding what to do if your party falls in bad weather, please look at our snow show advice leaflet which should cover any questions you may have.

## Parking

- It is the responsibility of the customer to provide the **Once Upon A Party** team with parking space close to the venue and where required, cover the cost of parking.
- We will need to be at the venue at least 30 minutes prior to the party.
- We will require at least one parking space (depending on the number of staff attending) for the duration of the party. If parking is not near your house or venue, we will also need to unload/load before and after the party.
- If you are aware of any parking restrictions, such as residents parking, pay, and display, or time limits, please advise us when booking your party.

## Liability

- **Once Upon A Party** shall not have any liability to the client for any loss, damage, costs, or expenses which the client suffers or incurs arising out of the event unless arising out of gross negligence or willful misconduct of **Once Upon A Party** or their suppliers.
- Liability to the client arising from, or in connection with, this Agreement shall, in any event, be limited to the estimated or final booking value. Accidental damage to the property at the event should be covered by the client's own insurance, and no claim will be accepted by **Once Upon A Party**, which at this moment excludes any liability for any such loss.
- We will not accept any liability and shall not be liable for non-completion of the event or for any delays arising as a result of:
  - 1) Bad weather
  - 2) Loss, damage, or cancellation due to fire, floods, or any other cause beyond its reasonable control
  - 3) State funerals and days of public mourning
  - 4) Strikes, riots, or lockouts affecting any trade with which **Once Upon A Party** is concerned.
- We don't hold the cake!! We have never had an accident, thankfully, whenever we have been asked to hold the cake (if there is one), but we only hold the cake at a parent's request and take no responsibility whatsoever if something were to go wrong.

## Entertainment

- On occasions, we have been asked if other companies can be "extra entertainment" while we host your party. We have found that, at times, other companies don't share our expectations. As a result of this, we're sorry, but we don't allow it, as we do have a very high standard and we wouldn't want other companies' work to be a reflection on ours.

## Health and Safety

- Children are your responsibility! We provide the entertainment, but we ask that parents and caregivers remember that the children are their responsibility at all times. Children must be fully supervised by their parents/guardian/party hosts during the duration of the party.
- **Once Upon A Party** will not be responsible for any accident or injury that may happen due to the negligence of the child/parent/party hosts during the party. While we risk-assess all our activities and make them as safe as possible, we accept no liability for loss, injury, or damage sustained while we are present.
- The crafts and activities included in the entertainment are appropriate for ages 4 and older; children younger than four cannot participate in these activities unless they have a 1-1 parent or caregiver supervision.
- The parent or caregiver is responsible at all times for the general supervision of children within the party venue whether at home or any other premises, for the supervision of exits, and for ensuring that children only leave the party venue with their own parent or guardian.
- Our responsibility is strictly limited to the supervision of party activities provided by us.
- It is the responsibility of the client to make sure that there is at least (1) parent per (15) children responsible for the conduct of the children. Although our team will use their reasonable efforts to motivate and excite the children, it is not our duty to discipline or control bad behavior.
- All allergies, ailments, infestations or viruses of guests or clients, which may affect the party in any way must be reported prior to the party date.
- To ensure the highest levels of hygiene, and to minimize risk to other children, we ask that we are informed at the start of the party if any guests are suffering from head lice. This is purely because our staff can be in contact with as many as 60 children in a day and would not want to put other children at risk by spreading the little chaps!
- We also ask the main contact of the party if they have considered a safe ratio of children/adults. A good ratio is 1-15. The consent forms provided are a handy way of keeping track of how many children have arrived, and taking notes of parents contact numbers in case of any emergency.

### Fire Exits

- Please familiarize yourselves with fire exits and procedures of the venue, should anything untoward occur. We will need to point them out when we give the H&S announcements.

### Balloons

- We decorate the party area, so there is no real need for balloons. We also find they can be a distraction, especially if they're loose, but we do understand that some people love balloons. However, due to a small potential choking hazard, we always ask the children and adults to pick up any burst balloons and trash and put it in the bin to safeguard babies and tots. We expect parents/caregivers to supervise the children at all times.

### Allergies/ vegetarians

- Quite often the candies we hand out may have gelatin in them. We ask that parents make their children known to us at the beginning of the party if their child has sensitivities and/or doesn't eat gelatin, so we do not inadvertently compromise their wellbeing. It is advantageous if the person organizing the party acquires this information via the invitation RSVP slip. We also often have chocolate coins, so at the beginning of the party, we would ask parents if all children can eat chocolate. However, it is the responsibility of the parents/carers to ensure that children do not eat contraband edibles, and are safe with wrappers, etc.

### Bouncy Castles

- Please be aware that when hiring a "bouncy castle," you are taking responsibility for the safety of any child in, on, or around it, attending the party or not. It would be essential to either have the option of hiring a manned bouncy castle or getting a volunteer to supervise the bouncy castle and ensuring the safety of the occupants. **Once Upon A Party** contracts with an outside provider for this service, and so their personnel will likely be present as well. Please be aware a bouncy castle is not required during a **Once Upon A Party** package, and sometimes it can be a distraction.

We put the children's safety as paramount, but we like to adopt a common sense approach. There will always be risks in life – we cannot bubble wrap ourselves up! So at the beginning of each party when we have everyone's attention, the following health and safety announcements are given (where appropriate). We accept no liability for injury or damage sustained directly or indirectly while we are at a party. We give the H & S announcements around 15mins into the party when we anticipate most people have arrived (before is too early and after is too late!)

### Face Painting

- Should you require any face painting or makeup at your party, then it is your responsibility to ensure that each person's face being painted has no history of medical skin conditions or allergies which may have a reaction to the paints that we use.
- As it is important for us to maintain a high standard of protection to our public, we are unable to paint anyone with conjunctivitis, sties, open wounds, recent chicken pox, cold sores, skin disorders, heavy colds, or acne.
- We are also unable to work with children who are clearly distressed or those who find it hard to sit still for the duration of the make-up application. We do understand that this can be frustrating, especially if you have lined for a while. Our team has extensive experience, so please respect any creative decisions they make concerning the treatment.
- **Once Upon A Party** will accept no responsibility for any skin reactions that may occur.

### Complaints, Questions, or Comments

We want our customers to be completely satisfied when using our services, but please feel free to contact us at any time with any concerns you may have, and we can quickly resolve any issue or problem. If you do need to contact us with any complaints, we kindly request that you put your complaint in writing within 24 hours of the event.

***If we have not met your expectations, for whatever reason, please tell us what we did wrong and we'll put it right for you!***

**[info@onceuponaparty.org](mailto:info@onceuponaparty.org)**

**843-475-9540**

If you experience a problem during an event, please report it to a **Once Upon A Party** team member at any time.