



Booking Terms & Conditions.

1.0 Themed Birthday Party Package Bookings.

Unless stated, your 'Smarty Party' package booking includes the following:

- ❖ One or two (depending on number of guests) experienced party hosts carefully selected from our pool of entertainers.
- ❖ Two hours of music, entertainment and fun (unless otherwise agreed.)
- ❖ Props for all activities including lights, music, microphone & room set-up.
- ❖ Small prizes for all of the games played.
- ❖ A balloon for each guests to take home with them.
- ❖ Pre & post letters for the birthday child (via e-mail or post)
- ❖ Small gift & card for the birthday child.

Unless pre-ordered, your 'Smarty Party' booking does NOT include the following:

- ❖ Venue Hire.
- ❖ Food/Drink.
- ❖ Cake.
- ❖ Party Bags.
- ❖ Balloons or Room Décor.
- ❖ Tableware

Please be aware that we ARE able to provide all of the above at an extra cost. Please contact us for further information.

1.1 Party Guests

Our party packages indicate the maximum total number of children that we can accommodate for each type of event without booking additional party hosts. We may be able to accommodate additional guests, but please be advised that we will require at least 3 weeks' notice, as we may need to increase the number of entertainers and/or hosts attending. Unfortunately, our party packages are a set price and we are unable to reduce the price if you invite a fewer number of guests. The more information you can provide about your guests the better, such as specific ages and genders. This enables us to ensure that both the entertainment and the prizes that we provide is most appropriate for those children.

1.2. Venue

When selecting your venue, we ask that you allow your guests enough room to safely run, dance and play. A good way to assess this is to make sure your guests will be able to comfortably hold hands and make a circle within the space. Please make sure that your food area does not limit the space available for our entertainers. Upon arrival our team will make a visual health and safety check of the area/venue.

1.2 Venue Continued

If our entertainers feel the venue is too small or deem the premises unsafe we reserve the right to limit our activities. In the event of this please note that full payment will still be required. Please ensure that we have an accessible power source to use at the venue. A full address and postcode for your party MUST be supplied with your booking form. We require access to your venue AT LEAST 30 minutes before your party is due to commence (45 minutes is an ideal amount of time to set up.) We ask that parents do not stay to watch the party as this can be distracting and often inhibits the children. Please make sure that is parents DO wish to stay, your venue has a separate room in which to accommodate them for the duration of the party.

2.0. Booking amendments

If you wish to amend your chosen character(s), entertainer(s) and/or party host(s) we require at least 3 weeks' notice to be able to make these changes. We endeavour to accommodate all of your requests, but please be aware that all amendments are subject to availability.

3.0 Characters and Entertainers (Including 30 minute Character & Mascot Visits.)

Actors provided by Smarty Parties to act as hosts, entertainers and characters for parties and other events may not be the same actor that appears in photographs within our marketing (to include our website, Facebook and Twitter pages.) They ARE however all fully trained to the highest standard in the special Smarty Parties way. Please do not confuse our characters with the Walt Disney Company's trademarked characters. Smarty Parties are merely portraying our representation of well known and loved characters and we have no association with the Walt Disney Company. We send out lookalikes and impersonators based on classic fairytales and folklore and are in no way affiliated with any other company, brand, licensed character or attraction park, nor do we claim to be. It is not Smarty Parties' intention to violate any copyright laws and we can only accept bookings from individuals who are aware of this.

4.0 Insurance

Our Public Liability insurance policy covers all party guests involved in the party activities while our entertainers are in attendance. However, we do not accept responsibility for anything lost, stolen or damaged. While many of our entertainers have First Aid training, Smarty Parties is not responsible for providing First Aid care in the case of an accident.

5.0 Booking and Cancellation Policy

Your Smarty Parties booking will only be confirmed once we have received your booking information and requested deposit. Your required deposit amount will be detailed on your party invoice. Payment of any outstanding balance is due on the day of the party and can be paid by either cash or cheque.

Depending on your location, you may be charged an additional fee to cover travel expenses - this will be made clear to you at the time of booking.

If paying by cheque and your cheque is not accepted by our cashier, you will be expected to pay an additional £20 to cover bank fees on top of your event cost.

Unless otherwise stated in your booking or invoice payment terms, our cancellation policy is as follows:

Parties cancelled with more than 16 weeks' notice prior to the booking date will receive full refund on their deposit (minus a £10 admin fee.)

Parties cancelled between 16 and 8 weeks prior to the booking will receive a 50% refund of their deposit.

Parties cancelled within 8 weeks of the party will lose their deposit in its entirety.

Bookings cancelled within 2 weeks of the booking will be required to pay 50% of the total party cost.

6.0. Extras

Should you choose to take advantage of our available extras (party bags, helium balloons, cake, tableware etc) with your booking, we request full payment for these upfront. These services will not be confirmed until full payment has been received.

7.0. Photography

At some parties and events we may bring our Smarty Parties camera. We may take a photo of the party team with the birthday child(ren) and other event photos. Images will only be used by Smarty Parties within their marketing or for other advertisement purposes concerning Smarty Parties. If you do not wish for images of the birthday child(ren) to be used you must notify Smarty Parties of this prior to the event date. Images of identifiable children other than the birthday child(ren) will not be used without prior consent. In this case, parental consent forms will be provided by Smarty Parties and requested to be completed prior to the party start.

8.0. Liability

If Smarty Parties fails to provide the agreed party services then Smarty Parties will return your deposit but no further compensation will be payable. No liability can be accepted by Smart Parties for the consequences of any cancellation or delays to the party. Smarty Parties regrets that it cannot pay any expenses, costs, or losses incurred by you as a result of cancellation or delays. Smart Parties liability in all cases is limited to a refund of payments made.

9.0 Force Majeure

Compensation or return of deposit will not be payable if Smart Parties is forced to cancel or, in any way change, your arrangements due to war, threat of war, industrial dispute, riots, civil strife, political unrest industrial dispute, terrorist activity, natural or nuclear disasters, fire or adverse weather conditions, epidemics, theft, quarantine, medical or customs regulations, technical and administrative problems with transport, closure of airports & train stations, breakdown with machinery and equipment, water shortages or other unusual and unforeseeable circumstances beyond Smarty Parties control which could not have been avoided.

8.0 Feedback & Testimonials

Feedback and testimonials about events sent to Smarty Parties may be posted onto the Smarty Parties website and/or social media pages.

9.0 Complaints

Should you have any reason to complain about your Smarty Parties booking or the service you have received, then please put your complaints in writing to:

The Director, Smarty Parties, 2 White House Way, Solihull, West Midlands, B91 1SE or via e-mail to laura@smarty-parties.co.uk

We will endeavour to respond to your complaint within 5 working days.

