

## **Our Kids Social LTD Children's party Terms & Conditions**

1. OKS Parties are fully covered with public liability insurance. Every member of our team undergoes a rigorous recruitment and training process before becoming a member of OKS Parties. All electrical equipment used is either brand new or PAT tested for safety.
2. For safety reasons, at least one other adult, in addition to the entertainer, must be present the whole time the entertainment is running. This does not mean they have to be helping with the party, but they must be present should they be needed in the event of an accident arising. It is the responsibility of the customer to ensure this happens.

### **Cancellation policy:**

1. Once a deposit is made, it cannot be refunded if our services are cancelled less than 4 weeks before the date of the party. If you cancel more than 4 weeks in advance, we can refund your deposit but please note that a £15 admin fee applies.
2. If our services are cancelled less than 4 weeks before the booked date of the party, the deposit is non refundable and non transferable to another weekend date. We will try to accommodate your booking to another weekend but we cannot guarantee this. This must be no later than 6 months after the original party booking date.
3. If you wish to cancel a party, notice must be given in writing and you must have received an email acknowledgement back . Please note we cannot accept messages left on voice mail as notification.
4. If for any reason a party has to be cancelled on the day of the party, notice must be given before the entertainer has commenced travel to the party destination. If for any reason you have to cancel and don't give notice before the entertainer has commenced travel, you are required to cover the entertainer's travel costs in full.
5. If for any reason we have to cancel a party due to extreme weather conditions then your deposit would be fully refundable and no admin fee would apply.
6. In the event of extreme weather conditions, then you can cancel our services and get a full refund on the deposit but only if your entertainer is unable to get to the party. If the entertainer is able to get to the party and you still cancel then the deposit is non refundable and non transferable to another weekend date. We will try to accommodate your booking to another weekend but we cannot guarantee this. This must be no later than 6 months after the original party booking date.

### **Booking our Services:**

1. Please note that a party is not booked and confirmed until a deposit has been paid to Our Kids Social Ltd and cleared into our bank account, or the full amount has been paid and cleared. You will receive a confirmation from us, acknowledging payment and confirming the booking.
2. Once final numbers are confirmed the balance and your booking form will be sent to you **1 week** before the party date and needs to be paid to Our Kids Social Ltd and cleared into our bank account within **1 week** of the party date.  
Please notify us when this transfer has been made. You will receive a confirmation from us, acknowledging payment.
3. Please note for bank transfer payments, we require an email from you to notify us that the payment has been made and for the deposit or full payment to have cleared into our bank account. You will receive a confirmation from us, acknowledging payment and confirming the booking.
4. Please note that until you have had a confirmation email from us acknowledging payment, our services are not booked.

**Liability:**

1. By booking a party with Our Kids Social Ltd you understand that you release us from any liability associated with accidents of any kind. This includes but is not limited to accidents occurring to any adults or children.
2. You also release Our Kids Social Ltd from any liability associated with accidents or damage caused to furniture, fixtures or fitting or property of any kind not belonging to that of Our Kids Social Ltd.
3. In the unlikely event that refunds or compensation is requested, you accept that any refunds or compensation given, will be limited to the total value of the cost of hiring our services.
4. If parties are held anywhere other than your home, we will assume that you have either hired the hall or had permission to use the space, and have deemed the space suitable and safe to use for the types of activities being provided by Our Kids Social Ltd.

Signed: *H Gregory.* (Our Kids Social)

Signed: (Customer)