

What to expect on your visit to us

Venue: We are ground floor premises on a Georgian side street in Whitehaven, with a fairytale feel main room including a small bar area (till point) for snacks & drinks & a separate toilet. We also have a small makeover room which is opened up when/if makeovers are available at your event.

No smoking is permitted within Darling Manor.

Parking: We do not have a car park, car parks nearby include Whitehaven harbour, swing pump lane & Dixons department store (Dixons offer your parking fee back as a voucher to spend in the store on the day of your stay). There is also some disabled & disc parking available on the street outside.

Arrival: Please do not arrive more than 10 mins prior to your booked event/party. Doing so may result in your little darling seeing their performer out of character and may leave us unable to provide your service.

On arrival at your event please sign in at the till point. At some events we may have a table plan in this event you will be signed in & shown to your table/seat(s).

Please note the first approximately 15 minutes of each event is used for signing in & getting everyone seated taking refreshment orders. You will be notified that we are about to begin.

All refreshments can be ordered at the till point & will be brought to your table.

Pre-ordered foods will be given to you when you sign in unless the event has a set food time. In the event, there is a set food time your food will be provided then.

During your event: We do ask that parents keep noise levels to a minimum to maintain a magical atmosphere for the little darlings & ensure they can hear the story & action prompts.

We do not use microphones or loud sound systems during story time etc to avoid loud noises scaring your little darlings.

We are a free-play & child-led venue, your little darling is not expected to remain seated or at their table. We encourage them to make friends, explore & get used to their surroundings.

We do expect children to be supervised at all times, given we are a small venue this can usually be done from your seat. Please ensure the safety rules you have agreed to are followed.

Prizes: We are an all-inclusive venue & all children taking part in activities will receive a prize if they are available.

All consumable prizes are individually wrapped and labelled as per Natasha's law.

Make Overs: We use the best products available for your little darling's skin including Miss Nella biodegradable & no nasties make-up & Eco Stardust Biodegradable Glitter & fixing gel/balm. Makeovers are optional & Darling Manor accepts no responsibility for adverse effects.

Photography: Please note photographs are allowed & encouraged during your visit with us after all we are here to help you make everlasting magical memories! If there are children present who are not to be photographed a blanket statement will be made at the beginning of the event.

While photographs are encouraged there is time set aside at the end of the event specifically for each child to get an individual photograph please try not to disrupt the event for staged/posed photographs.

Photographs will be taken at events & may be used online for advertising purposes.

People may not want their photographs to be taken or put online for many reasons. Please note if you do not wish for photographs to be taken of you or your little darling(s) please let us know by not accepting the photography waiver.

Birthdays: Your little darling's birthday is always a time to celebrate however we cannot allow birthday cakes or party bags to be brought into events within the manor due to Natasha's Law. This also avoids confusion with other customers as to what is included in the pricing of events.

We also do not sing happy birthday during events, however, if you inform us of a birthday your character will be more than happy to say or sing happy birthday during photographs at the end of the event creating a lasting memory for you & Your little darling.

You do have the option to add an 'its my birthday' pack to your booking for the birthday child as an additional way to celebrate!

Consumables: At Darling Manor, we comply with Natasha's Law and with this in mind we do not allow food or drinks from outside vendors. If you do bring food or snacks into the manor you will be asked to dispose of them.

We do allow food to be brought for young babies, please don't hesitate to ask for hot water, microwave facilities, or for your bowls to be washed/rinsed if needed.

We are also pro-fed baby! Whether you are breastfeeding, bottle feeding or combi feeding it's a lot of work mama's! please don't hesitate to ask for a mug of tea or glass of water on us!

Nappy changing facilities are available in the unisex single bathroom.

End of the event: At the end of each event there is time set aside for individual photographs, your little darling will be expected to join a small queue to await their turn, please ensure you are ready to take their photograph.

We do have parties & events throughout the day & you are expected to promptly leave the venue to allow us time to reset for our next event.

Copyright: Our characters are generic & from classic fairy tales from the public domain, we can only accept bookings from people who understand we do not represent any Licensed Characters. You should contact the copyright holder if you require a licensed character for your event.

Above all we want all of our guests to have a magical time & create the best memories with your little darlings & we cannot wait to see you at your next event!

Love The Fairy Godmother x