

Booking Terms & Conditions: Parties within The Manor

1. Introduction

- 1.1. It is your responsibility to ensure you have read and understood the terms & conditions of the sale, safety information & photography waiver.
- 1.2. Bookings are taken through our website. Your rights are governed by these terms & conditions of sale.
- 1.3. A booking fee is always required to book services/events with Darling Manor. This secures your space at our event.
- 1.4. Party payments are non-refundable & non-transferable.
- 1.5. In the event your time & date is no longer convenient you must let us know at the earliest opportunity
- 1.6. You will receive a confirmation with a unique identifier via email for your party. This should be used in all communications regarding your party.
- 1.7. On accepting the terms and conditions you are agreeing to our Waiver & Safety Rules.
- 1.8. All information requested must be provided, any information not given at the time of booking is at the liability of the customer.
- 1.9. All parties take place at Darling Manor 139 Queen Street Whitehaven CA287AW.

2. Interpretation

- 2.1. 'We' means (Darling Manor). 'Us' and 'Our' should be construed accordingly.
- 2.2. 'You' means our customer or prospective customer & 'your' should be construed accordingly.
- 2.3. 'Booking' means a booking in respect of events tickets which may be made by you under these terms & conditions.
- 2.4. 'Force Majeure' means an event that is or a series of events that are, beyond our reasonable control.

3. Pricing

- 3.1. Party package prices are quoted on the website.
- 3.2. Pricing of parties may change. This will not affect previously booked parties.
- 3.3. Unless specifically stated party numbers include children only.
- 3.4. You understand that adults may attend to accompany children but that these should be kept to small numbers to ensure your party runs smoothly.
- 3.5. Young babies (Pram or highchair spaces) under 2 years old are not charged when accompanied by a fully paying little darling where space allows, in a party environment children not included in numbers are not provided food, a makeover or prizes.
- 3.6. You understand that some tables are shared & that you or your adult guests may be seated at a shared table.
- 3.7. By making your booking you are entering into a legal agreement & your booking fee is non-refundable. If you cannot attend your party for any reason & the booking cannot be resold, you are liable for the full booking cost.
- 3.8. If we do succeed in reselling your party, you are no longer liable for the payment & a refund will be issued.

4. Changes to your booking

- 4.1. Changes may be made to your booking within 72 hours of the event.
- 4.2. Changes within 72 hours would need to be discussed over the phone, contact The Fairy Godmother at 07547813136. Please note this does not include removing people from your booking & the cancellation policy would apply here.

4.3. We understand that allergen information may not be known to you on booking, please inform us of any allergies or dietary restrictions at your earliest convenience.

5. Cancellation on our behalf

5.1. Darling Manor reserves the right to cancel events in the event of force majeure.

5.2. In the event an event is cancelled, a new date may be offered.

5.3. In the event you could not make the new date a store credit would be offered.

6. Safety

6.1. Upon acceptance of our safety rules, you accept that you must supervise your children within Darling Manor at all times & that Darling Manor is not responsible for injury.

6.2. You understand that allowing parents to drop off children for your little darling's party leaves those children under your care and supervision.

6.3. You understand that Darling Manor is not a 'soft play' or 'play centre' & that the props are fully working & may have sharp or rough edges.

6.4. All reasonable injuries will be treated by a first aider & recorded in the accident book on site.

7. Your Party

7.1. You understand that you must not attend Darling Manor more than 10 mins prior to the start of your party; including standing outside the glass doors, doing so may result in your little darling seeing your performer while not in character and leave us unable to provide your service.

7.2. You understand that one adult must remain within Darling Manor for the duration of your party.

7.3. You understand that the number of additional guests you bring to the party may affect your overall party experience.

7.4. You understand that adult guests may not attend in fancy dress costumes as characters.

7.5. You understand we have parties booked throughout the day & that you must vacate Darling Manor within 15 minutes of your party ending.

8. Consumables

8.1. We comply with Natasha's Law within Darling Manor.

8.2. Consumables are available to purchase on-premises & you understand that you will be asked to dispose of any consumables not purchased on the premises, with the exception of baby food.

8.3. You understand that some tables are shared & we must be informed on booking of any allergies and/or dietary requirements.

9. Damages

9.1. Customer will be charged for damages at full replacement cost.

9.2. Any damages must be reported to a team member.

9.3. Malicious damages will be reported to the police.

10. Copyright

10.1. 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.

Safety Rules

For your safety we have the following Rules of Play which must be observed at all times, please carefully read through and consider the following information before accepting the terms & conditions of sale.

- Please ensure that all adults in your group are aware of the Rules of Play.
- We do not provide or accept responsibility for the supervision of Little Darlings on the premises.
- Little Darlings must be always supervised by a parent or guardian.
- Little Darlings must not be left unaccompanied on the premises.
- Parents & Guardians are responsible for the behaviour of Little Darlings in their care.
- Parents & Guardians are responsible for assessing the suitability of the equipment provided for Little Darlings in their care and the ability of those Little Darlings to use it.
- By signing your little darling in and agreeing to the rules of play you are agreeing to allow us to use images taken throughout the sessions/parties online or for advertising purposes. If you do not wish for your child's photograph to be used please inform us immediately and arrangements can be made to ensure your child's photograph is not taken nor used.
- Little Darlings must not be left unaccompanied on the carriage.
- The carriage is a photography prop and not a climbing frame, it is unsafe to allow Little Darlings to swing from the carriage.
- The carriage is built from a working carriage and the undercarriage has working sharp metal pieces Little Darlings are not permitted to climb underneath the carriage at any time
- Little Darlings are not permitted to jump from the front of the carriage.
- Little Darlings are not permitted to climb the carriage wheels.
- No food, drink, sweets or chewing gum is allowed into any toy/dress-up areas due to Little Darlings with food allergies.
- Any damage to play equipment must be reported to a member of staff whether deliberate or accidental to prevent further accident or injury.
- Any damage to stock must be reported to a team member whether deliberate or accidental to prevent accident or injury.
- Sweets taken from the stand and opened/damaged must be paid for. These cannot just be put back on the rack due to contamination/allergy issues.
- Report any accident or injury to a member of staff to be recorded in our accident book.
- Parents/guardians must always accompany Little Darlings to the toilets.
- Shoes must be worn when visiting the toilets.

- Throughout the sessions there may be little treats used such as sweets, glitter or make up if your little darling has any allergies or there is anything you personally wouldn't find appropriate & this has not been noted on booking, please inform a member of the team at the earliest opportunity.

When accepting our terms & conditions you are accepting these rules of play and agreeing to abide by them we reserve the right to ask anyone putting the safety of others at risk by not following the rules of play to leave the premises. Thank you for your cooperation in making this a safe, fun and magical space for all.

Photography

1. Taking Photographs

- 1.1. 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.
- 1.2. 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.

2. Photograph Waiver

- 2.1. Photographs will be taken at events & may be used online for advertising purposes.
- 2.2. There are many reasons people may not want their photographs to be taken or put online. Please note if you do not wish for photographs to be taken of you or your little darling(s) please let us know in the important information section at checkout.
- 2.3. By accepting these terms & conditions and not informing us on booking. you accept that photographs will be taken & that Darling Manor can use the photographs for website, advertising & social media purposes.