

## **Booking Terms & Conditions: Parties at your own venue**

### **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. It is your responsibility to ensure all information on your booking form is correct including address & post code.
- 1.3. Bookings are taken through our website. Your rights are governed by these terms & conditions of sale.
- 1.4. A booking fee is always required to book services/events with Darling Manor. This secures your space at our event.
- 1.5. Venue visit payments are non-refundable & non-transferable.
- 1.6. In the event your time & date is no longer convenient you must let us know at the earliest opportunity
- 1.7. You will receive a confirmation with a unique identifier via email for your party. This should be used in all communications regarding your party.
- 1.8. On accepting the terms and conditions you are agreeing to our Waiver & Safety Rules.
- 1.9. All information requested must be provided, any information not given at the time of booking is at the liability of the customer.
- 1.10. 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 without travel charges.
- 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 included in numbers if they won't be taking part in planned activities with the character at your party.
- 3.6. In a party environment children not included in numbers are not provided food, a makeover or prizes where applicable.
- 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 time slot, 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. Allowed changes exclude the time, location & character attending your party.

4.3. 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.

4.4. 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. Darling manor is not responsible for any injury within another venue.

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 it is your responsibility to ensure the safety of all guests at your party.

**7. Your visit**

7.1. You understand that your character is booked for 30 or 60 minutes only.

7.2. You understand that your character will enter at the time you have stated for your booking to start and will not attend prior.

7.3. Your character will arrive ready & will have everything they need with them.

7.4. You understand that your character will leave at the time you have stated for the end of the booking & will not stay past the booked time. You must not prevent your character from leaving.

7.5. You must keep children away from windows & doors at the beginning and end of your booking to ensure the character can safely leave without breaking character.

7.6. Darling Manor is not responsible for lost time if you tell your character to leave early.

7.7. Due to the nature of the visit Darling Manor is not responsible for lateness caused by force majeure.

7.8. If for any reason your character is late they will provide the full 30 or 60 mins booked.

7.9. You understand that one adult must remain with the children to supervise for the duration of your party.

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

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

7.12. There are to be no pets present at visits.

7.13. There is to be no smoking during your visit.

7.14. You understand your character cannot hold your cake, birthday cakes must be placed on a table.

7.15. You understand no fountain candles are to be used while the character is present.

7.16. You understand that children must not hit, jump on or pull at character(s) & an adult must intervene in the event that child(ren) is/are displaying these types of behaviour with the character.

7.17. You understand that if your character feels unsafe at any time, they will leave your party & you will be liable for the full cost of your visit.

**8. Consumables**

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

8.2. We supply prizes for visits that include games, it is your responsibility to ensure we have been made aware of allergies or dietary restrictions.

8.3. All consumable prizes are individually wrapped and labelled in accordance with Natasha's law.

**9. Damages**

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

9.2. Any damages must be reported.

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.

**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.

1.2. It is your responsibility to gain permission for images to be used on social media.

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

**2. Photograph Waiver**

2.1. Photographs sent to us following your visit 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 at your visit & Darling Manor can use the photographs for website, advertising & social media purposes.