



Booking Terms and Conditions.

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE MAKING A PARTY BOOKING.

MAXIMUM ATTENDANCE: For safety and enjoyment reasons, our maximum attendance numbers are as follows:

- Disco & Games Parties - 40 children,
- Toddler Parties – 25 children.
- School Discos – Unlimited,
- Nursery Parties – 25 children.

Please note: I do not include parents, toddlers or babes in arms in the attendance numbers.

ENTERTAINER ARRIVAL TIME: I will arrive 30/40 minutes prior to your party start time and will take 30 minutes set down after the party has finished. If your party is upstairs, please add ensure there is 45 minutes both for setting-up and down.

FOOD BREAK AND BIRTHDAY CAKE: If your party is for 2 hours, I will stop halfway through the party to allow the children a 20 - 30-minute food break and to sing Happy Birthday to the birthday child.

MUSIC LISTS: Please feel free to send us a list of your child's favourite songs at your earliest convenience to info@ellabellasperties.com - Please include your booking date and time in the email.

CONSOLATION SWEETS AND FOOD ALLERGIES: I supply consolation sweets and chocolates within my parties. Should you or your guests have any food allergies or are unable to eat certain ingredients due to religious reasons, please notify us as soon as possible.

OUTDOOR PARTIES: For safety reasons, we are unable to use our disco equipment outside in wet weather. If you are holding your party outside, please ensure you have a contingency plan in the event of any rain, such as holding the party in your home or supplying a marquee or gazebo.

PARTY ESSENTIALS: Please be aware that we do not supply any of the following party items or services within our children's parties and it is therefore the responsibility of the party host to provide where required:

- Party venue
- Food

- Decoration

CANCELLING YOUR PARTY: If you need to cancel your party for any reason, please contact me as soon as possible. When cancelling, you will be presented with the following options:

- You can cancel and transfer your party free of charge up to 1 year away from your original party date. Any deposit paid will be moved to your new party date. All I ask is that you provide the new party date within 30 days of cancellation (this can be extended in exceptional circumstances). Should you not wish to transfer your party, unfortunately your deposit will be non-refundable.
- If you are cancelling your booking at any time, regrettably your deposit will be non-refundable. This covers the administration charge which covers the cost of processing and cancelling your booking.

Please note: should you fail to notify us of any booking cancellation before I set off to your party venue, I reserve the right to charge a late cancellation fee of £30 to cover time and fuel costs. This charge may be increased should I drive a considerable distance before being notified of your need to cancel your party. If I arrive at your party venue on the date and time stated on your booking confirmation and you are not in attendance and have not cancelled your party in writing, I reserve the right to charge for the remaining party balance.

IF ELLA BELLA'S PARTIES CANCELS YOUR PARTY: I understand how important your child's party is to you, which is why I will only ever cancel your party in the extremely unlikely event that I am prevented from attending due to circumstances beyond our control. In the event that I have no other option but to cancel your party, I will always try to find you replacement entertainment and also refund any payment paid in full. However, we will not be held liable for any direct or indirect loss that you may suffer as a result of any cancellation.

Please note: our refund policy does not apply in the following circumstances:

- If you need to cancel your party for whatever reason
- In the event of snow or other adverse weather condition
- In the event of fire or flooding of your party venue or the surrounding areas
- In the event that your party venue cancels on you

ENTERTAINER DRESS CODE: For performance and copyright reasons, I'm unable to dress in character outfits. I am happy to work alongside a character visit, should you wish to hire one from another company.

VENUE SMOKE ALARMS AND SOUND LIMITERS: If you have chosen a smoke machine for your party, please check to see if your party venue has a smoke alarm fitted, as the smoke machine may trigger this. If your party venue has a sound limiter fitted, your entertainer will do their very best to work within the confines of the limiter. However, due to the natural noise of children within a party environment, we are unable to guarantee that any sound limiter will not be triggered, which may result in the power being temporarily cut. The power should then return within a few minutes. Please check with your venue with regards to any sound limiter and how they operate.

SNOW, FLOODING AND HAZARDOUS WEATHER: Attending every one of my customer's parties regardless of the weather conditions is my highest priority. However, in the event of heavy snow, flooding or any other hazardous weather condition, we need to balance this out with the welfare of myself, yourself and your guests. If on the day of your party I believe the weather conditions pose a potential risk to life, or if I cannot physically reach your party venue due to heavy snow, flooding or other hazardous weather condition, regrettably, we may have no other option but to cancel your party. Please be assured that this decision will not be taken lightly and we will explore every practical option available to us before doing so. If we reluctantly have to cancel your party, you will be offered a full refund of any deposit paid or the option to postpone your party up to 1 year away from your original party date.

ECO PARTY KIT HIRE CUSTOMERS ONLY:

- All Party Kit equipment is owned by and remains the property of Party Box by Design.
- You may cancel your booking at any time prior to your event, however the full deposit will be kept if cancelled withing 24 hours of agreed delivery / collection.
- In the unlikely event that we are unable to fulfil your booking due to circumstances beyond our control, Ella Bellas Parties and Party Box by Design Limited liability is limited to the refund of all monies paid.
- You are responsible for the Party Kit equipment for the duration of the hire period and adequate care should be taken with the Party Kit items.
- Metal cutlery must not be used on the plastic partyware due to the damage it may cause. Plastic cutlery can be requested from us to hire.
- Party Kit items must not be used to heat food in a microwave or oven.
- No responsibility can be accepted for injury which occurs during the use of Party Kit equipment.
- All Party Kit equipment is washed in domestic kitchens / dishwashers where allergens may be present. If you have any concerns about allergens, please wash the equipment yourself before use.
- All Party Kit equipment will be delivered in a plastic box with a lid and all items included in the kit will be labelled so you can easily identify them. You will be responsible for setting up the equipment at your party. At the end of your party please put all dirty items in one of the refuse bags provided and return all kit to the boxes provided. There is no need to wash your items.
- You will be eligible for a full refund of the paid deposit when the Party Kit has been returned complete and undamaged.
- No credit or refund will be issued for any Party Kit equipment which is returned unused.
- You are responsible for any breakages, non-repairable damage or loss of Party Kit equipment. Replacements will be charged at the purchase price of the new items.

Product and Safety Care

- All products can be washed in a dishwasher up to 70 degrees Celsius.
- Cups are for cold drinks only as they become extremely hot to hold when filled with hot liquid.

· As these kits are available on a hire basis they have been used by customers before and whilst we check them for cleanliness there is a small chance allergens could still be present. Kits are hired at your own risk, and we advise you wash them yourselves before use if you are concerned.

· All kit boxes are fully sanitised between hires.