

Terms and Conditions

- Payments, refunds and cancellations - A 50% booking fee is required in order to book with us. The remaining 50% of your party balance must be paid 24 hours before the party. If the remaining balance isn't paid before the day of the party- we will be unable to attend. On occasions of cancellations due to sickness, venue difficulties, or weather we will be happy to reschedule your party date. We do not offer refunds.
- Parents or responsible adults must be present at the event at all times and must not be under the influence of alcohol or drugs. The responsible adults must not leave the children whilst a party or event is taking place. Everlasting Entertainment are not able or permitted to offer any child minding services or to take responsibility for the welfare of any children, which remains the sole responsibility of the children's Guardians or responsible adult. In addition to being responsible for their children whilst inside at the party, Guardians are obliged to satisfy themselves that the equipment and activities are suitable for the children.
- Equipment and consumables used by Everlasting Entertainment are suitable for children over 3 years of age as recommended by the manufacturers. No sharps (ie Scissors) will be used in the activities. If any children under 3 years of age are attending then the booking party and the guardians of those children will be required to take full responsibility and liability for the monitoring of those children. All activities, equipment, materials, gifts and consumables are recommended for a minimum age of 3 years and certain food and beverage items may be unsuitable for younger children, therefore guardians will need to ensure that they supervise and agree to the usage of the same. For Events, the same policy herein applies and each Guardian by booking and attending an event, will have read and understood these terms and conditions and hereby agrees to them in their entirety.
- It is the responsibility of the booker to advise Everlasting Entertainment of any allergies or medical conditions that may be relevant to any part of our activities. We accept no liability for any adverse reaction to any of the items and equipment used during our parties and events without prior notice of allergies or medical conditions. Guardians should use their own discretion when allowing their children to use or consume such items.

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- Whilst at the party, children will interact with and watch the Performers for the duration of the party or event, however it is the responsibility of the attending Guardians to ensure that the children are not overly disruptive or acting inappropriately. In the case of such behaviour, the Guardians will be notified immediately and if necessary the Guardians will need to escort the child from the room for the rest of the party or event. For persistent behavioural problems leading to disruption we reserve the right to refuse admission to one of our parties or events permanently. Performers reserve the right to leave without any refund if this is not followed.
- If the activity requires it, Guardians should ensure that shoes are removed, as should any jewellery, sharp objects and any items from their children's pockets before the party starts.
- Any damage to Everlasting Entertainment's equipment or costumes will be chargeable at an appropriate amount for repairs or replacement. Any items which are lost or taken by a child, including costumes and accessories will be charged to the booker.
- Should a child be ill whilst at the party, Guardians must ensure that they leave the Venue immediately for risk of infection to other children. If a child is ill prior to attending, we respectfully request that the Guardians act responsibly and do not attend that day, to ensure that other children do not catch any illnesses or communicable diseases or viruses. This includes such conditions as head lice and anything that may be passed from one child to another.
- Everlasting Entertainment aims to provide a safe and fun environment for children however does not accept any responsibility or liability for accidents or injuries that may occur as a result of playing with items or for children slipping, tripping, falling and bumping into other children or items during the party/event.
- Entertainers are unable to perform outdoors in overly hot or cold conditions. Everlasting Entertainment reserves the right to reschedule or cancel events or parties taking place if it may be a danger to our staff and performers.

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- If you are someone booking on behalf of another client, parent or guest, it is your responsibility to ensure that these terms and conditions have been brought to the attention of the parent/guest/client before the date of the event or party.
- Party packages are provided as a guideline and whilst we always endeavour to complete all suggested activities- we may have to substitute in other activities based on children's behaviour, amount of children and other activities taking place during the booking (i.e. time to eat). We will always complete the full time paid for.
- In the event of any accident, professional medical advice must be sought immediately.
- In events of weather warnings provided by the MET office, we are unable to travel whilst under Red travel warnings. Our Performers live all across the county, so this may vary depending on who is working on your party or event. In these instances we are happy to reschedule the party or event for another date, and where possible can swap to an online party.
- Everlasting Entertainment aims to provide magical memories for the attending children. We therefore do not accept any unruly, disruptive, unreasonable, offensive or aggressive behaviour or communication to its staff and performers whether before, during or after events. In the event that a customer acts in this manner before an event then Everlasting Entertainment reserves the right at its discretion to refund the customer in full and to decline any existing and future bookings. In the event that a customer acts in this manner during or after an event then Everlasting Entertainment reserves the right to leave and decline any future bookings.
- Please adhere to the guidelines set out for your party package.
- We will always follow the current guidelines set out for the government on COVID-19. Our equipment is sanitised and cleaned regularly. Should you be required to isolate due to COVID-19, we are happy to reschedule your party or swap to an online party.