



## Terms and Conditions

By booking an It's Child's Play Birthday Party you are agreeing to the following terms and conditions.

### Payment and booking

Upon confirmation of the party, a non-refundable deposit of £50 will be required. The balance is then payable 2 weeks prior to the birthday party.

**Card payment:** This can be made over the phone when we contact you 3 weeks prior.

### Bank Transfer:

Acc Name: Body n Soul Ltd  
Acc Number: 32737130  
Sort code: 60-19-43  
Ref: (please put your surname as the reference)

**Paypal:** Send funds to *itschildsplay@hotmail.com* Use the 'Pay friends and family' option only or there will be a surcharge

### Cancellation of parties

We will contact you three weeks before the party to confirm numbers. Once you have confirmed numbers, this will be the amount payable. This amount must be paid no more than two weeks before the party date. If you wish to add more children past this date, you may do so, but we will need 48 hours' notice. (If the activity cannot be obtained, we reserve the right to offer an alternative which will be noted at this time.) Should you cancel before we contact you to confirm, we will refund you £25 of your deposit. If you cancel after this point, the deposit is non-refundable.

### **Special Circumstances**

If the Birthday child is ill on their special day, call us immediately. We can then offer you one of three choices:

1. We will continue the party on your behalf. You will need to nominate two adults to act in your place and we will provide a package for the Birthday child.
2. Reschedule for a date within the next six weeks.
3. Receive a party box containing all the elements of your party.

This offer is only applicable once. If cancelled again, we reserve the right to offer a party box only.

NB. As we cannot provide a party box for Lego Parties, we will extend the period for rebooking these events to three months.

### **Health and Safety**

Personal loss, injury, or damage, neglect to or by you and any other party attendee will not be the liability of Childs' Play. Our parties are hands-on and all participants are expected to be aware and act appropriately. However, we run our parties to a high standard, safeguarding children and with all appropriate risks identified and eliminated where possible. We ask for two appropriate adults to be on site for all parties and may recommend additional adults for a younger audience, as parents/guardians are encouraged to assist younger children when needed (especially with cutting crafts and pot painting).

NB. We cannot take any children to the toilet during parties so please have an adult available for hand washing.

Childs' Play maintains an appropriate insurance policy with a UK registered company.

### **Special dietary and allergy requirements**

We are not, and do not profess to be medical experts, therefore we will ask parents or guardians to carefully consider their child's conditions before agreeing to their involvement in a party. If a child has any allergies or special dietary requirements you must notify us at least 10 days in advance of the party date so we can prepare accordingly.

If we do not receive a notification of specific food allergies or dietary requirements before the party, anyone with an allergy on the day may need to be excluded from certain games for safety reasons, a situation we really would wish to avoid.

NB. The main allergy we need to be certain of is a **Nut allergy**. This is due to two games containing *Chocolate Finger biscuits* and *After Eight Mints*, which may have been contaminated in production. The prizes can be changed for appropriate alternatives, which is highlighted on the booking form.

### **Need some help?**

We are here to make sure that your child's special day will run smoothly so if you have any questions about any aspect of our birthday parties, please contact us by email [itschildisplaycrafts@hotmail.com](mailto:itschildisplaycrafts@hotmail.com) or by calling 07875588473