**Terms & Conditions**

**Booking our Services**

Please note that a party is not booked and confirmed until either a deposit has been paid by card to Funky Frogs Party and cleared into our bank account, or the full amount has been paid and cleared. You will receive a confirmation from us, acknowledging payment and confirming the booking.

Please note for bank transfer payments, we require an email from you to notify us that the payment has been made and for the deposit or full payment to have cleared into our bank account. You will receive a confirmation from us, acknowledging payment and confirming the booking.

Please note we do NOT accept cheques.

Please note that until you have had a confirmation email from us acknowledging payment, our services are not booked.

Any changes/ additions or add-one to your original booking must be submitted in writing to the office and you must have received an email confirmation of acknowledgment back in order for the request to be confirmed. Where additional fees might occur eg: an additional add-on request/extras/ items or additional service you will need to contact the office to pay the balance. Without receiving payment we cannot confirm the additional add-ons or service.

We reserve the right to cancel a party if the number of children exceeds the number booked for. We have strict numbers in place to prevent your party quality being diluted. One Entertainer can manage a very MAXIMUM of 30 children. If the number of children exceeds 30 you will have to book a 2nd entertainer. We understand numbers of children can always change on the day of the party and can sometimes be difficult to be exact with additional siblings etc. If the entertainer arrives and the amount of children is above 30 and is unable to keep the quality of the party/service, the entertainer has the right to leave and full fees would apply.

Regarding entertainers travel costs, we will endeavour to book you an entertainer who is based as close to the party venue as possible, however this isn’t always possible and the entertainer may have to travel a distance to get to you. Parties that fall outside of the M25 for our London based entertainers do attract a £55.00 Surcharge to cover the extra travel time for the entertainer and transport costs to get your entertainer to the party venue. Within the M25 some additional costs may still apply depending on the party location in relation to Public Transport. Please note 90% of travel by our Staff is taken on Public Transport as we move towards being as eco friendly as possible!

**Payment**

Booking a party with us in advance is highly recommended to ensure we have the availability.

A Payment of a 40% deposit is needed to fully compete your booking

If you are unable to pay the 40% deposit to confirm your booking, we can hold the booking slot for you for a maximum of 24 hours which if we don’t hear from you by then, we will assume you no longer want to book, and we will make the slot available again.

Unless you have already paid the balance in full, the remaining balance for the entertainment must always be paid in cash on the day to the entertainer before the party commences.

The remaining balance for a booking is payable to the entertainer on the day in cash immediately upon arrival to the party. Please note entertainers cannot accept discount vouchers, cheques, card payments or any other form of payment.

The payment is requested upon the arrival of the entertainer. We regret that the entertainer cannot be asked to wait until the end of the party for payment as they may have to leave straight away to get to another booking.

If the client is unable to pay the final balance before the party start time the entertainer will leave the party venue and the deposit payment would be non-refundable.

We accept bank transfers however you must email the office to notify us once a deposit transfer has been made. You will then receive a confirmation from us, acknowledging payment and confirming the booking. Please note we do not accept cheques. Please note that until you have had a confirmation email from us acknowledging payment, our services are not confirmed.

**Cancellation**

Once a deposit is made, it cannot be refunded if our services are cancelled fewer than 4 weeks before the date of the party. If you cancel more than 4 weeks in advance, we can refund your deposit but please note that a £15 admin fee applies.

If our services are cancelled less than 4 weeks before the booked date of the party, the deposit is non refundable and non transferable to another weekend date. We can however reschedule our services to a later date as long as it is on a weekday and for no later than 6 months after the original party booking date.

If you wish to cancel a party, notice must be given in writing and you must have received an email acknowledgement back . Please note we cannot accept messages left on voice mail as notification.

If for any reason a party has to be cancelled on the day of the party, notice must be given before the entertainer has commenced travel to the party destination. If for any reason you have to cancel and don’t give notice before the entertainer has commenced travel, you are required to cover the entertainer’s travel costs in full.

If for any reason we have to cancel a party due to extreme weather conditions then your deposit would be fully refundable and no admin fee would apply.

In the event of extreme weather conditions, then you can cancel our services and get a full refund on the deposit but only if your entertainer is unable to get to the party. If the entertainer is able to get to the party and you still cancel then the deposit is non refundable and non transferable to another weekend date. We can however reschedule your party to a later date as long as it is on a weekday.

For parties and events that take place in an Outdoor space i.e garden, courtyard or park we ask that you provide a gazebo or some sort of outdoor shelter. If the weather takes a turn for the worst and you can provide a gazebo or outdoor shelter our party hosts will continue with the entertainment. However if you can’t provide any form of shelter and the party cannot be moved inside then the party will cease. Your deposit would be Non Refundable, full fees will apply.

**Heath & Safety**

Funky Frogs Party is covered with public liability insurance. All of our entertainers are freelancers and have public liability insurance and an up to date DBS check. Entertainers who facilitate parties with an element of food handling, such as cookie decorating hold a valid food and hygiene certificate. Every member of our team undergoes a rigorous recruitment and training process before becoming a member of Funky Frogs Party. All electrical equipment used is PAT tested for safety.

Please note, for safety reasons, at least one other adult, in addition to the entertainer, must be present the whole time the entertainment is running. This does not mean they have to be helping with the party, but they must be present in case accidents should occur or children need to go toilet or require assistance in any way. We regret, for safety reasons, we cannot conduct the entertainment unless at least one adult is present in the room the entire time. It is the responsibility of the customer to ensure this happens.

During our parties we ask that no food or drink is served to the children during the actual entertainment that might distract children from the entertainment whilst it is happening. E.g. buffet food out on a table for children to access. This is also for safety reasons to prevent children from chocking. Eg: running and playing while eating is a chocking hazard. It is the responsibility of the customer to ensure this happens.

We retain the right not to conduct certain activities if we feel the children are not responding appropriately, are too riotous or display violent or abusive behaviour and therefore we deem it unsuitable to conduct certain activities.

With regards to infant and toddler parties and activities, adults must be present to help facilitate activities. If there are no adults present to help facilitate, we retain the right not to conduct certain activities.

The performer reserves the right to walk out at any time if the child is constantly disrupting the party and making it impossible for the party to proceed despite having asked the parents to remove the child.

**Our Entertainers**

Please note that we cannot offer to guarantee providing any one specific entertainer. This includes but is not limited to being unable to provide an entertainers based on their gender, age, ethnicity, or religion.

We reserve the right to refuse a booking or to cancel an existing booking for any reason. This includes but is not limited to if a customer is abusive or threatening in some way, or we feel a booking might put an entertainer in a dangerous, inappropriate or uncomfortable position.

You will receive a welcome call from our Entertainer the Thursday before the date of your booking with us. The call will be made to the Telephone Number provided at the time of booking with us. In the event that your entertainer can not reach you on the number you provided the personal mobile number of our entertainer will be provided to you for you to contact. Should you for any reason not receive a Welcome Call from your entertainer it is the clients (Your) responsibility to call the office during office hours to reconfirm the booking and provide a contact number for our entertainer to call. Failure to make contact and reconfirm your booking with us will result in your party being cancelled.

**Liability**

Please note Funky Frogs Party does not take responsibility for children causing damage to a venue or any property that the party is held in. This includes, but is not limited to a home, hired venue or public area.

Please note that all of our party packages are appropriate to the age of the children outlined on our website. You should be aware that the activities will not be appropriate for children outside the specified age range. If you have younger children attending the party we would ask that you please ensure that either the parent or an adult supervisor is there to look after them and prevent them from disrupting the show. This is particularly important for science parties.

By booking a party with Funky Frogs Party you understand that you release us from any liability associated with accidents of any kind. This includes but is not limited to accidents occurring to any adults or children. You also release Funky Frogs Party from any liability associated with accidents or damage caused to furniture, fixtures or fitting or property of any kind not belonging to that of Funky Frogs Party. In the unlikely event that refunds or compensation is requested, you accept that any refunds or compensation given, will be limited to the total value of the cost of hiring our services.

If parties are held anywhere other than your home, we will assume that you have either hired the hall or had permission to use the space, and have deemed the space suitable and safe to use for the types of activities being provided by Funky Frogs Party.

Please note that although it is very unlikely to happen, your entertainer can change at the last minute due to illness or other reason. Party bookings are not made on the basis of specific entertainers, or specific gender unless specifically pre-arranged e.g.: a princess themed party where the entertainer would be dressed as Cinderella we would replace the entertainer with another female entertainer.

**Refunds**

In the unlikely event that refunds or compensation is requested, you accept that any refunds or compensation given, will be limited to the total value of the cost of hiring our services.

**Complaints Handling Procedure**

If you have any concerns or dissatisfied with any of our services or have a cause for concern, please email us on funkyfrogsparty@gmail.com, alternatively call or text on 07783180616.

We will acknowledge your complaint in writing within 24 hours and provide you with full response within 7 working days.