

Kaptivate Kids Ltd -Terms and Conditions

1 Bookings and Cancellations

- 1.1 All bookings will be a reservation of a specific date and time. Therefore, Kaptivate Kids Ltd will turn away any other business which they are unable to fill due to your booking.
- 1.2 Kaptivate Kids Ltd will require a non-refundable deposit to confirm the holding of your booking. This will be subtracted from your final balance which will be payable to your entertainer on the date of the booking.
- 1.3 A contract will be deemed to have been made between Kaptivate Kids Ltd and the client on payment of the deposit to secure the booking.
- 1.4 Kaptivate Kids Ltd will endeavour to amend bookings where possible. However, should you wish to cancel your booking we are unable to offer any refund on your deposit. This is due to potentially turning other business away due to your reservation of date and time.
- 1.5 In the event your booking is cancelled by Kaptivate Kids Ltd, you will receive a full refund of your deposit paid to Kaptivate Kids Ltd only. However, this does not apply to unforeseen circumstances such as bad weather. We will always do our best to make sure we can attend your party. If our entertainer is unable to get to the venue, the chances are, the guests wouldn't be able to either. On this very rare occasion, we will offer the opportunity for a re-arranged date and time to complete the booking.
- 1.6 In the event of an emergency on the day of your booking, please call the office on 0330 043 2513. If you are calling during 'out of office' hours, please select Option 5 to go through to our designated emergency contact.

2 Entertainers

- 2.1 All entertainers working with Kaptivate Kids Ltd will have up to date DBS checks which can be provided on request.
- 2.2 Each entertainer will have been taken through our vigorous training scheme, therefore they will ensure our fantastic service levels are maintained.
- 2.3 All entertainers will bring all required machines and equipment with them. All electrical equipment will have up to date PAT Tests.
- 2.4 Your allocated entertainer will arrive at your venue at least 30 minutes before the party is due to start along with leaving 30 minutes after the booking has ended. It is essential this is taken into consideration when booking your venue to account for the time before and after the party. Some additional equipment can take longer which will require access to the venue for 60 minutes before and after the party to set up and take down.
- 2.5 In the event your entertainer is running late, they will notify you, where possible, at least 45 minutes before the party is due to begin.
- 2.6 Entertainers provided by Kaptivate Kids Ltd are unable to attend in fancy dress. They will always accessorise where possible.

3 Venue

- 3.1 It is the clients' responsibility to ensure the venue is compliant with the Health and Safety regulations and all relevant procedures are in place and fit for use. All outside situations (marquees, outbuildings etc.) must be dry, undercover and safe for electrical use.

- 3.2 Please find out from your venue about any sound limitations and confirm use of machines prior to booking. If any restrictions are in place, you must make Kaptivate Kids Ltd aware at least 24 hours prior to the date of the booking. If Kaptivate Kids Ltd have not been informed, in writing, we will not take any responsibility for any further charges by the venue.
- 3.3 Kaptivate Kids Ltd do not provide any decorations for the venue and will not take any responsibility for damage caused by them.

4 Party Format

- 4.1 Each entertainer has a format in place to use as a guidance of the booking. However, this may be slightly amended with each party to ensure a more personalised approach.
- 4.2 Kaptivate Kids Ltd do not provide any food or refreshments. Although they will ensure certain breaks are built into the format for food and drink, we take no responsibility for issues around this.
- 4.3 Each entertainer will provide suitable game prizes and consolation sweets to each party. Should you have any specific dietary requirements, we will need to be notified at least 48 hours before the booking commences. If we are notified later, we will do our best to meet your requirements but cannot take responsibility for any issues which may arise.
- 4.4 Our entertainers will ensure all participants are engaged and try to get them involved as much as possible. In the event a child does not want to participate, we will not force anyone to get involved.
- 4.5 No other persons or performers may use the equipment provided other than consent by the entertainer.

5 Insurance

- 5.1 Kaptivate Kids Ltd have in date public liability insurance of up to £5million.
- 5.2 We will cover any incidents which are caused by the services of Kaptivate Kids Ltd.

6 Payment Terms

- 6.1 Full payment is required is required within 7 days of booking a party for weddings or invoiced events.
- 6.2 Other booking will require the full balance minus £90 to be paid as a deposit at the time of booking. The remaining £90 to be paid to the entertainer on the day of the event.

7 Complaints

- 7.1 In the rare event of a complaint to be raised; please send this in writing to info@kaptivatekids.com and a member of the team will be in touch to discuss in further detail.

8 Data Protection

- 8.1 All personal information will be stored in our secure databases for the use of office personnel only.
- 8.2 Any payment details will **not** be stored on file and deleted as soon as payment is received.