



TERMS AND CONDITIONS

CHARGES, POLICIES AND PROCEDURES

The hirer agrees by booking with Partastic Ltd., that they have read, understood and agreed these terms and conditions.

1. Booking

- 1.1. When we say 'you' or 'your' we mean the person named on the booking form
- 1.2. When we say 'we', 'us' or 'our' we mean Partastic
- 1.3. Contract to buy (acquire our service) is complete by us sending you a booking confirmation by e-mail, please note that a party is not booked and confirmed until either a deposit has been paid by bank transfer to Partastic Ltd. and cleared into our bank account. You will receive a confirmation from us acknowledging payment and confirming the booking.
- 1.4. Provisional bookings will be held for 3 days before deposit is due. If a deposit is not paid within 3 days of submitting a booking request, your date will not be secured and will be made available again to those on our waiting list
- 1.5. If your booking information is incorrect in any way, then it is your responsibility to inform us of any changes
- 1.6. A deposit of £50 for indoor sleepover parties and £100 for all other parties (£100 per tent, per cinema and per picnic), is to be made upon agreement of contract to secure the booking. This deposit will act as a Security Deposit and it taken to cover any loss, damage or extra cleaning that is required
- 1.7. The security deposit is refundable once the equipment has been collected undamaged and fully tested (normally within 3 to four days). In the unlikely event that any items are damaged replacement costs will be deducted.
- 1.8. The deposit is non-refundable in case of party cancellation. If something happens and you are unable to continue with your booking, we will offer an alternative date.
- 1.9. Your remaining balance is due 14 days before the event date. You will receive the invoice 4 days before the payment is due.

2. Cancellation

- 2.1. Cancellation within the following terms will result in the client being liable for:
 - a) Within 4 weeks before the event: 50% of total invoice balance, plus deposit
 - b) Within 2 weeks or over: 100% of total invoice balance, plus deposit
- 2.2. In the event of illness or injury, Partastic Ltd. are committed to rescheduling the party, at no additional cost, within 6 months of the original booking date.
- 2.3. Party cancellation by Partastic Ltd. would result in a 100% refund.

3. Liability

- 3.1. We cannot be held responsible or liable for any damage or injury caused by inappropriate use, misuse or reckless use of any of our equipment.
- 3.2. It is your responsibility to ensure that children are supervised at all times.
- 3.3. It is your responsibility to ensure the welfare and safety of all guests at your event at all times.
- 3.4. It is your responsibility to inform guests or guests parents/guardians accordingly of these terms and conditions.
- 3.5. We carry out risk assessments for all our equipment and ensure that everything used is in accordance with relevant UK Health and Safety Laws.
- 3.6. Our equipment must be kept away from fire and naked flames, bonfires and lit BBQ's at all times.
- 3.7. Partastic Ltd. operate a STRICT NO SMOKING policy inside the bell tent or near our tipis
- 3.8. Candles with flames are not permitted in the proximity of Partastic equipment. Battery operated candles/lights will be provided.
- 3.9. We hold in date and suitable Public Liability Insurance. Please inform us if you would like to see a copy of the certificate.

4. Garden Parties

- 4.1. You or another responsible adult must be present at the agreed time for us to set up and style your event.
- 4.2. Garden parties can only be set in an enclosed and private back garden area with no access to public spaces.



- 4.3. You must ensure that adequate space has been made, including removing any furniture, toys etc ready for the set-up of your event prior to our arrival. We cannot move or help you move furniture due to insurance purposes.
- 4.4. The space required is:
 - a) 7 meters diameter for the 5 meter tent. This is to allow for the guy ropes to be pegged in. We can only peg the guy ropes in grass.
 - b) 3x4 meters for the Cinema
- 4.5. It is your responsibility to check you have adequate space for the tents and the cinema to be set up. The site should be mown grass, free of stones and sharp objects and that no drains, cables or other services are buried beneath the surface or otherwise concealed. If we cannot set up on the day due to inadequate space or unsuitable ground, we will cancel your event and no refund will be given.
Under no circumstances should any of our equipment be moved or tampered with once it has been set up.
- 4.6. All rubbish/recycling must be removed at the end of your event prior to collection. Partastic Ltd reserve the right to levy a charge, which will be deducted from your security deposit, for the removal of any rubbish or waste left in the tent.
- 4.7. All tent occupants must have vacated the tents by 10:00 on the day of collection unless otherwise agreed in writing with Partastic.
- 4.8. We will endeavour to arrive at your location at the agreed time, however on occasions there may be circumstances beyond our control that may mean we will arrive later than the agreed time. These may include reasons such as (but not limited to) unpredicted road traffic, road closures etc. We will contact you to let you know we are running late if it is possible and safe to do so.
- 4.9. You must inform us in advance if access to the venue is difficult. You must also inform us of any parking restrictions, car park charges or similar issues, or whether we are required to lift equipment upstairs. Circumstances, such as the aforementioned, may result in a delayed start if we cannot get to the venue with ease. If your road requires a parking permit or charge you must provide us with such permit or pay the charge.

5. Events

- 5.1. Please ensure the room is cleared, the tables and chairs unfolded and positioned ready for us to set up the party as we arrive.
- 5.2. During our parties we ask that no food or drink is provided during the actual entertainment whilst it is happening. E.g., buffet food out on a table for children to access. This is particularly important for science parties.
- 5.3. During the party the customer must ensure at least one adult is present in the same room for the entire duration of the party. This is in case accident should occur or children need to go to the toilet. We regret, for safety reasons, we cannot conduct the entertainment unless at least one adult is present in the room the entire time.
- 5.4. Partastic Ltd. reserves the right to remove any guest from the event premises in case of:
 - a) Disruptive behaviour, destructive or dangerous to other guests or staff members
 - b) The guest is believed to have a contagious disease, which may endanger the health of other guests
- 5.5. No responsibility can be accepted for any injury or damage caused by the provided equipment, however caused.
- 5.6. By booking a party with Partastic Ltd. 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 Partastic Ltd. from any liability associated with accidents or damage caused to furniture, fixtures or fitting or property of any kind not belonging to that of Partastic Ltd.
- 5.7. 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 Partastic Ltd.

6. Force majeure

- 6.1. You agree that Partastic will not be held liable for any act of God including tempest, fire, flood, storm or natural disaster; War, civil war, sabotage or act of terrorism; Government sanction, embargo, import or export regulation or order; Labour disputes including strikes, lockouts, boycotts or other industrial action; Failure in the transportation of equipment, machinery or personnel or in the provision of any utility including power, gas, water or communication services.
- 6.2. In the unfortunate event that we have to cancel your event due to Force Majeure, including high winds that make it impossible to set the tents up or heavy rain making the ground too wet to make the tents safe we will offer you a different date with the same package.