



1. Safety

1.1 Funtime Theatre is covered with public liability insurance. All our entertainers hold an up to date DBS check. All electrical equipment used is either brand new (purchased within the last 12 months) or PAT tested for safety.

1.2 Both owners are trained in paediatric first aid and are up to date with current safeguarding procedures.

1.3 When booking children's parties; 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 should they be needed in the event of an accident arising. 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 and deem it unsuitable or unsafe.

1.4 When working with vulnerable adults, for safety reasons, at least one member of staff, carer or parent should always be present to ensure the safety of audience members. We retain the right to stop performances at any time.

1.5 When booking 'craft' or attending events in which craft items are being used please ensure young children are accompanied by an adult. Please note items such as glue, glitter and adhesive tape can, on rare occasions cause allergic reactions, we hold no liability for this.

1.6 All gifts, prizes and sweets distributed are purchased in the UK from reputable companies therefore please follow any instructions and age guidelines outlined on packaging.

1.7 Please notify a member of the team if a child or attendee has any allergies or intolerances prior to the distribution of eatable products. It is the responsibility of the parent/guardian to ensure such products aren't consumed and we hold no liability should an allergic reaction take place.

2. Deposits and Cancellation Policy

2.1 Deposits are non-refundable and non-transferable once made. The transferal of deposits is at the discretion of Funtime Theatre.

2.2 Cancellation of bookings less than four weeks prior to the date of performance will be charged at 50% of the booking price unless the booking is transferred to a later date within 30 days of the original agreed upon date. Cancellation of bookings must be done in writing if an invoice has been issued. Cancellation of bookings with less than 7 days notice prior to the date of performance will be charged at the full price.

2.3 In the event our team arrive at your venue/facility and the booking cannot be fulfilled the full invoice amount is due.

2.4 In the event of extreme weather conditions and we feel travel to your venue is unsafe we will endeavour to reschedule your booking, if this is not possible a full refund of your deposit will be made.

2.4 Deposits and security deposits for hired goods is variable dependant on the item/items. Payment of the invoice is to be made in full on collection/delivery of the items hired. On the return of hired items your security deposit will be returned provided all goods are returned in the same condition subject to inspection. (see 7.2)

2.5 Cancellation of hired goods will result in the loss of deposit if cancelled.

3. Booking and Payments

3.1 Our services are bookable via phone, email or social media messenger. Please note a booking is not confirmed until either a deposit has been paid or you have had written confirmation.

3.2 Payments for our services should be paid in full on or before the date of performance via bank transfer, cash or cheque. Should you require a payment to be processed through a BACS system and payment is not possible on the day of performance you should notify us before hand to confirm our agreement in writing.

3.3 Payments made via PayPal are subject to the terms and conditions of www.paypal.co.uk. Payments made through iZettle are subject to the terms and conditions of www.izettle.co.uk. All payments made through wix are subject to the terms and conditions of www.wix.co.uk.

3.4 If card payments are made over the phone no details are stored on our personal database.

3.5 When booking tickets through a third party such as, but not limited to, pubs or libraries for one of our events we hold no responsibility for monies taken, refunds or exchanges.

3.6 Late payments will result in a fee of 20% of the original invoice. A late payment is deemed as 30 days after the date of booking unless otherwise agreed.

4. Our Team of entertainers

4.1 Please note that we cannot guarantee providing any one specific entertainer for your party or event.

4.2 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.

4.3 We reserve the right to stop or refuse entertainment should our team be left alone with children or vulnerable adults.

4.4 If entertainment is delayed beyond the control of Funtime Theatre we cannot guarantee being in your facility for longer than the time frame originally agreed.

5. Liability

5.1 Please note Funtime Theatre does not take responsibility for children or adults causing damage to a venue or any property that a party/ event is held in. This includes, but is not limited to a home, hired venue or public area.

5.2 If parties are held outside your home, we will assume that you have hired or have preauthorised access to the venue and have permission to use the space and have deemed the venue suitable and We carry full public liability insurance for which a certificate can be provided upon request.

5.4 Damages caused to any equipment due to unauthorised use will be chargeable at full repair/replacement cost.

5.5 Costume and equipment hire are subject to individual contracts which will outline the terms of repair/replacement costs upon the return of the items hired if damages have occurred.

5.6 Funtime Theatre are not liable for any allergies or reactions caused from the consumption of sweets or chocolate (or any eatable products) provided by entertainers during events.

5.7 It is the responsibility of the event organiser to inform our staff if they object to eatable products being given out, they should also inform attendees of the event that such items will be distributed.

5.8 All consumable products are purchased from well-established stores and have nutritional guidelines on the packaging.

5.9 It is the responsibility of the parent/ guardian or adults in charge of any children to oversee their safety throughout any event.

6. What we need from you

6.1 We will require access to electricity unless otherwise stated.

6.2 Please ensure adequate space is provided for your choice of entertainment any concerns should be discussed with the team before arrival.

6.3 We reserve the right to refuse performance should we deem the space unsuitable/unsafe.

6.4 We cannot be responsible for not being able to provide activities that require electricity, due to power failures or tripped circuits at the venue we are operating in. We will endeavour to provide alternative solutions where this may occur.

7. Hired Items

7.1 All hire agreements will be issued with individual contracts.

7.2 Damages to props, scenery, inflatables or costumes will be chargeable at an individual rate depending on extent of damage and will result in the loss of security deposit. Please note that invoices will be raised detailing the terms of the charges. Where charges exceed the security deposit value payment is required in full at the end of the time of hire.

7.3 All items will be subject to full inspections both before and after hire and any marks/defects will be documented and signed by both parties.

7.4 All electrical items are PAT tested and therefore deemed safe under the correct operating procedures. Certificates available on request.

7.5 Funtime Theatre cannot be held responsible for any accidents/injuries caused by items when in the customer's care.

8. Photography and Social Media

8.1 We are happy for photos and videos to be taken during our shows/events and actively encourage the memories this can create.

8.2 We cannot be held responsible for attendees filming or photographing, this is down to the event organiser to manage.

8.3 If photos and videos are uploaded to our social media platforms these may be used to market and promote future events.

8.4 Any photos uploaded to our social media platforms are done so at the individual's discretion.

9. Face Painting

9.1 We are fully licensed to practice face painting under the category 'Make Up Artist' which can be found on our public liability insurance certificate.

9.2 We follow a strict code of practice regarding hygiene. All equipment is regularly cleaned and fully sanitised after each event.

9.3 All products should remain untouched by anyone other than a team member therefore children should always be supervised.

9.4 All products used are water based and tested for use on skin and comply with FDA and EU regulations. Please note that all cosmetic can, on rare occasions, cause allergic reactions and we accept no liability for this.

9.5 If the person to be painted has not been painted before or has sensitive skin that face painting may cause irritation. Please therefore ask for a patch test if there is no reaction after 15 minutes the person may be painted.

9.6 It is your responsibility to inform us of any sensitivity prior to painting and we accept no liability for irritation caused.

9.7 We do not paint children under two years old unless accompanied by a consenting adult.

9.8 At private events/parties it is down to the organiser to ensure that the permission of parent/guardians is obtained prior to the children being painted.

9.9 We reserve the right to paint the face of any person who appear unwell or with medical conditions such as, but not limited to, cold sores, psoriasis, open wounds, broken skin, conjunctivitis or other eye infections, runny nose, infected sink, headlice. In these circumstances we can paint, at the artists discretion, the arm or hand of that person.

9.10 All paints used are water based and as such should not stain clothing, however we will not be held liable to any damage to clothing or property.

9.11 We will not paint any person, regardless of age against their wishes.

10. Virtual entertainment

10.1 Upon booking virtual entertainment you are agreeing to the above payment terms outlined in section 3.

10.2 Following the completion of online booking forms you are agreeing to book said entertainment and will be charged for this at the advertised price.

10.2.1 Any quires or questions regarding virtual entertainment should be raised prior to completion of a booking form.

10.3 It is the reasonability of the individual or event organiser to ensure that a stable internet connection is accessible prior to booking.

10.4 Once payment is made refunds will not be issued.

10.4.1 Refunds will not be issued due to, but not limited to; missed opportunity, unstable internet or faulty equipment.

10.5 Virtual shows, links and passwords to access such performances should not be shared beyond the confines of the premises stated on the invoice unless agreed in writing by Funtime Theatre. If this term is broken addition fees will be charged.

10.6 The sharing of website links and passwords for virtual shows is prohibited.

11. COVID 19

11.1 During the COVID-19 pandemic Funtime Theatre are adhering to all guidelines set out by the government and keep updated with the regular changes.

11.2 All equipment is sanitised before each event and never handled by anyone other than our team members.

11.3 It is the responsibility of the event organiser to ensure that social distancing is practiced throughout our performance.

11.4 Our team carry masks and gloves and will adorn these items should we need enter your building/property if requested to do so.

11.5 When booking character appearances masks will not be worn by our entertainers.

11.5.1 Masks will not be worn whilst any performance takes place.

11.6 It is the home owner/ event organisers reasonability to inform guests of any regulations within your hired building or space.

11.7 Upon booking it is assumed that you are complying to all current guidelines set out by the government in relation to your establishment.

11.8 Funtime theatre reserve the right to refuse to continue with a booking should current government guidelines be broken or we feel the safety of our staff is jeopardised.

11.9 Our entertainment staff are happy to take lateral flow tests before arrival at your establishment, if this is required our staff should be notified more than 7 days prior to the date of booking. If on site tests are required this should be specified at the time of booking.

11.10 Our team are happy to perform select entertainment outside but will require access to onsite bathroom facilities and electrical points. If this is not possible this should be specified upon booking.

11.11 In the event a booking cannot be continued due to weather conditions and our team are denied access to the building the full invoice amount is due.

11.12 If a PCR test is required to enter your premises this should be stated upon booking and agreed upon by all parties.

11.12.1 It is not guaranteed that a PCR test will be obtainable during busy periods, such as but not limited to, Christmas, Easter and School Holidays.