

Terms and Conditions

PARTY BOOKINGS AT BIRTHDAY DREAMS GENERAL INFORMATION

Demand for parties at Birthday Dreams is very high. To make sure that we can accommodate the preferred date for your party please ensure that, where possible, you contact us at least several weeks in advance of your proposed party.

All our parties are two hours in duration. Please check the 'Parties at Birthday Dreams' page on our website where you will find a comprehensive list of all the services we offer. We have three party slots every day starting at 10.30am, 1.30pm and 4.30pm.

BOOKING CONDITIONS AT OUR VENUE

Your booking is confirmed when we have received at least a 50% deposit. At this stage we will contract all the services you require for your party.

This deposit may alter in the event you require our Diamond Service (please see our website for more information).

Please note that upon confirmation you are responsible for payment of the full party cost, subject to the cancellation or postponement charges and conditions as set out in our Party Booking Form

We reserve the right to alter or withdraw any party or services.

Please phone or email us if you would like to make any alterations to your confirmed booking. Alterations will only be valid if agreed by us by email.

All prices are subject to change at any time with the exception of confirmed bookings.

Final Payment is due on the day of your party.

The host/parent is responsible at all times for the general supervision of children within our party venue.

Our responsibility is strictly limited to the supervision of party activities provided by us.

We must receive written notification if you wish to postpone or cancel your party. We reserve the right to make a cancellation charge as specified in our party booking form.

LIABILITY

Birthday Dreams shall not have any liability to the client for any loss, damage, costs or expenses which the client suffers or incurs arising out of the event unless arising out of gross negligence or wilful misconduct by its staff and or its suppliers.

The client undertakes to indemnify and keep indemnified Birthday Dreams in respect of any damage to property or any other loss of any nature whatsoever that Birthday Dreams may suffer as a result of any act or omission of the client or its guests at the event.

Birthday Dreams will not be liable to the client for any loss (whether direct or indirect) of profits, business or anticipated savings or for any indirect or consequential loss whatsoever even if Birthday Dreams shall have been advised as to the possibility thereof other than in respect of death or injury to persons arising from our negligence.

Birthday Dreams liability to the client arising by or in connection with this Agreement shall in any event be limited to the estimated or final booking value. Birthday Dreams do not accept any liability and shall not be liable for non completion of the event or for any delays arising as a result of:

Bad Weather

Loss of utilities (gas/electricity/water) supplied to our venue for any reason

Any public events or civil unrest or the like which causes disruption of any kind to the event hosted by Birthday Dreams

COMPLAINTS

Please address any complaints to our Company Director, Su Forrester-Brown. Any complaint must be put in writing, However if you report any problems to our Manager during your party we will endeavour to resolve them immediately..

Birthday Dreams Entertainers and Staff are all CRB checked and we have full public and employee liability insurance.

All bookings are subject to these terms and conditions and the Terms and Conditions within our booking form.

E-COMMERCE

We like to keep our clients informed by email about activities and events at Birthday Dreams.

There is a facility for you to leave your email address at our venue and by supplying your email address you confirm that you have no objection to us sending you the occasional News Letter and other information that may be of interest to you.

You may also sign up to our 'Loud Whispers' news letter directly from our website

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PARTY BOOKINGS AT A VENUE OF YOUR CHOICE GENERAL INFORMATION

Birthday Dreams can organise every element of your party at any venue you choose.

BOOKING CONDITIONS AT VENUE OF YOUR CHOICE

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This deposit may alter in the event you require our Diamond Service (please see our website for more information).

Please note that upon confirmation you are responsible for payment of the full party cost, subject to the cancellation or postponement charges and conditions as set out in our Party Booking Form

We reserve the right to alter or withdraw any party or services.

Please phone or email us if you would like to make any alterations to your confirmed booking. Alterations will only be valid if agreed by us by email.

All prices are subject to change at any time with the exception of confirmed bookings.

Final Payment is due 7 days before the day of your party.

The host/parent is responsible at all times for the general supervision of children within the party venue.

Our responsibility is strictly limited to the supervision of party activities provided by us.

We must receive written notification if you wish to postpone or cancel your party. We reserve the right to make a cancellation charge as specified in our party booking form.

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Birthday Dreams will not be liable to the client for any loss (whether direct or indirect) of profits, business or anticipated savings or for any indirect or consequential loss whatsoever even if Birthday Dreams shall have been advised as to the possibility thereof. Birthday Dreams liability to the client arising by or in connection with this Agreement shall in any event be limited to the

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