



Event Booking Terms and Conditions

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE AGREEING TO YOUR BOOKING

Prior to any event that is booked with Totally Crazy, the client must complete the online booking form in which they agree to Totally Crazy's Terms & Conditions. A copy of these Terms & Conditions can be found below.

The parties referred to in these Terms and Conditions shall be as follows:

- a) TOTALLY CRAZY ('The Company' – supplier of services)
- b) The Receiver of the said Services ('The Client')

In entering into an agreement with The Company for the supply of services, The Client agrees to be bound by all the conditioned exemptions and provision herein contained.

PAYMENT TERMS

The Client agrees to pay an initial payment of 50% of the total invoice value at the time of booking and the remaining 50% balance on presentation of an appropriate invoice, no later than 7 days prior to the event. For bookings made within 7 days of an event, the total event fee will be due on confirmation of the booking. Should the balance not be paid before the event date, The Company reserves the right to cancel the booking.

CONFIRMATION

The Company will only accept a booking upon receipt of the completed online booking form and initial payment, once this is received a contract will be deemed to have been made. Until the initial fee is paid and the completed online booking form received, The Company shall be free to offer the date in question to other parties.

CANCELLATION

The Client may cancel the booking, without penalty, up to 14 days after the initial payment is made. After this time, if for any reason The Client cancels the booking, the initial payment of 50% of total invoice value will be forfeited. The Company may, in its sole discretion, refund some or all of the initial payment if The Client seeks to cancel the booking after the 14 day cooling off period. If for any reason The Client cancels the booking within 28 days prior to the event date, the Client shall be liable to pay the total price contracted for.

REFUNDS

The Client accepts that in putting on events for clients, The Company will have to expend money on materials and services, in paying deposits to staff and in creating branded or bespoke items (each of them being a "Non-refundable Item") and that expenditure on such items cannot be refunded, in the event of cancellation by The Client under any circumstances.



CHANGE OF EVENT DATE

Once the booking is confirmed, any change of contracted event date instigated by The Client up to 28 days prior to the event date, will not incur any penalty. Any change of contracted event date instigated by The Client within 28 days of the event date will incur an administration fee of 10% of the total contracted event fee.

POST EVENT EXTRA INVOICES

Invoices for extras shall be payable no later than 30 days following the date in which the invoice is dated.

THE COMPANY'S AUTHORITY

The Client and their guest agree to abide by and comply with any request or order made by or on The Company's behalf on all grounds of safety and that The Company's opinion is final and will be abided by howsoever expressed. If in the opinion of The Company, The Client or their guest is behaving dangerously or acting in a manner which would or may lead to a disruption of the services at the contracted event, The Client or their guest will, at the request or order of The Company, leave the event for the rest of the day contracted for, without The Company encountering any liability.

COPYRIGHT

All rights to any images and video taken by or on behalf of The Company for The Client are retained by The Company. Where copies of images or video are shared with The Client, The Company gives permission to The Client to use the images freely, however, ownership of the images remains with The Company.

DISPLAY MARKETING

The Client hereby gives permission for The Company to display any images and video included in this contract in their marketing material, including case studies, literature, exhibitions, advertising, competitions, magazines and on websites. No use of any of the images will be used for other commercial reasons, except with written permission from The Client.

LIABILITY FOR DAMAGE OR LOSS

The Client accepts liability to pay in full for any damage or loss to equipment supplied by The Company, arising out of an act or omission of The Client or their guests. The Client and each guest agree to limit any claims against The Company to the risks and amounts insured against by The Company and agree to observe the Terms and Conditions thereof. A copy of the insurance policy is available to The Client and guests. The Company accept no responsibility in respect of any damage whatsoever, to any property of The Client or guests except where such damage is caused by the negligence of The Company.



The Company accept no responsibility for matters outside the Company's control causing the contracted event to be cancelled or altered from the advertised or contracted programme. The Client agrees that The Company may change the event contracted for without reduction in price in the instance of weather conditions rendering the original event impractical or dangerous. The Company may change the activity or product supplied if necessary but will endeavour to supply a similar activity or product. Where possible all changes will be discussed with The Client prior to the event date.

If any term of this Agreement is deemed to be void or unenforceable whether in whole or in part, the validity and enforceability of the remainder of this Agreement including any part of such term which is not held to be invalid shall not be prejudiced or affected and shall continue to apply subject to such amendment.

Any additions or alterations of the terms and conditions of this agreement shall be null and void unless agreed upon in writing by the parties.

By accepting the terms and conditions of The Company, The Client accepts the booking terms and conditions of all Suppliers and Sub Contractors to The Company. In so much The Client agrees to be bound by all terms.