



Party Booking Terms and Conditions

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

MAXIMUM ATTENDANCE

Unlike most party entertainers, we don't have maximum attendance numbers for our live parties as we believe it's 'the more, the merrier'! Obviously as the party organiser, you will need to keep in mind the space you have available and any current government restrictions on numbers.

If you have booked one of our Virtual Parties, we can have up to 99 devices connected to us at Totally Crazy HQ at any one time.

ENTERTAINER ARRIVAL TIME

If you have booked a character entertainer with balloon twisting, we will arrive 10 minutes before our scheduled start time.

For our Mini Mayhem and Ultimate Parties, we will arrive 30 minutes prior to your party start time to set up and will take the same amount of time to set down after the party has finished. If your party is upstairs, please add an additional 15 minutes either side for setting up and down.

For our Disco Parties with a larger light show and our School Discos, we will arrive 45 minutes prior to your party start time to set up and will take the same amount of time to set down after the party has finished. If your party is upstairs, please add an additional 15 minutes either side for setting up and down.

For virtual parties, we recommend logging on 5 minutes before your party start time so that you can meet your entertainer and we can meet the birthday child.

FOOD BREAK AND BIRTHDAY CAKE

If you have chosen a party with a running time of 2 hours or longer, we will stop halfway through the party for a 30 minute food break where we will also sing Happy Birthday and allow you to bring out the cake.

OUTDOOR PARTIES

Please note that we don't perform outside in wet weather. If you are holding your party outside, please ensure you have a contingency plan in the event of any rain, such as holding the party in your home or supplying some cover in the form of a marquee or gazebo.



PARTY ESSENTIALS

Please be aware that we do not supply any of the following party items or services within our children's parties and it is therefore the responsibility of the party host to provide where required:

- Party venue
- Food
- Decoration
- Party ware (plates, cups etc.)
- Party bags

PAYMENT TERMS & CONFIRMATION

When booking your party with us we take 50% of the total cost to secure your chosen date and time. Once we have received payment, you will be sent your booking confirmation. Please check all the details are correct and notify us immediately if there are any errors. The remaining 50% is due no later than 7 days before the party. Failure to pay the final 50% by the day of the party will result in the party being cancelled and full payment will still be due.

CANCELLING YOUR PARTY

If you need to cancel your party for any reason, please contact us as soon as possible. When cancelling you can choose to transfer your party, free of charge, up to 1 year away from your original party date. Your deposit paid will simply be moved to cover the new party. Please provide us with the new date within 30 days of your cancellation. Should you fail to provide us with a new party date within 30 days, your booking will be cancelled and any deposit paid will be non-refundable.

If you wish to cancel but do not wish to use our transfer option, due to the loss of third-party custom, any deposit paid will be non-refundable.

Please note, should you fail to notify us of any booking cancellation that results in us travelling to your party venue, we reserve the right to charge for the remaining party balance.

IF WE CANCEL YOUR PARTY

We will only ever cancel your party in the extremely unlikely event that we are prevented from attending due to circumstances beyond our control. Should we have no other option but to cancel your party, we will refund the full amount paid. Please note, we will not be held liable for any direct or indirect loss that you may suffer as a result of any cancellation.



CANCELLATIONS DUE TO A UK GOVERNMENT LOCKDOWN OR RESTRICTION

In the event of a government lockdown or restriction in your area prohibiting you from holding your children's party, we will provide you with the following options.

You can continue with your party but alter it based on the guidance that is in place at the time. For example, if parties indoors are prohibited for higher attendance numbers, you could reduce your attendance amount or move the party outdoors, weather permitting.

You can change your live party for a Virtual Party, to be held at home via Zoom.

You can postpone your party up to 1 year away from your original party date (subject to availability).

Or you can simply cancel your party and we'll send you a full refund.

VENUE SOUND LIMITERS

We would always recommend you choose a venue that does not have a sound limiter. However, if your party venue does have a sound limiter fitted, we will do our very best to work within the confines of the limiter. However, due to the natural noise of children within a party environment, we are unable to guarantee that any sound limiter will not be triggered, which may result in the power being temporarily cut. The power should then return within a few minutes. Please check with your venue with regards to any sound limiter and how they operate.

VENUE LIGHTING

For our Mini Mayhem and Ultimate Parties we do not need the party venue to be particularly dark. We bring coloured lighting that is strong enough to have an effect in the brightest of venues and due to the nature of these parties, they do tend to work better in lit venues.

For our Disco Parties with a larger light show and our School Discos, to get the best out of the lighting effects, please aim to make your party venue as dark as possible. For this reason, we recommend checking in advance that your chosen venue has blinds or curtains and does not have a skylight. If you are supplying your own glow sticks for the party guests, please be aware that any leakage can stain clothing.