



## Booking Your DNA Kids Party – The Fun (But Important) Bits!

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Just a quick note—please have a read of our terms and conditions before booking your party.

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### Paying For Your Party

To secure your booking, we'll need a small deposit by credit or debit card (unless you're a commercial customer paying by invoice). The rest of your balance is paid directly to your entertainer in cash on the day.

We know it's the 21st century, but sadly we can't take card payments at the party itself—thanks for your understanding!

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### Entertainer Arrival Time

Your entertainer will arrive at your venue **30 – 60 minutes** beforehand (depending on party) to set up their party magic!

If there's a delay and you haven't heard from them, please don't panic—just give us a call on **01245 401 401**.

**Outside of office hours?** Call our out-of-hours number on **07478 327029**.

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### Upstairs & Basement Venues

Got steps? No problem! For venues with stairs (or 6+ steps), we'll need a bit more time—**15 extra minutes for setup and pack down**—and a small £10 fee to cover the extra effort.

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## Venue Unloading & Parking

Please ensure there's free parking available at your venue (including on-street parking). If paid parking is in place, we kindly ask that you cover the full duration (from setup to pack down).

For health, safety, and practical reasons, we **must be able to safely pull up and unload directly outside the venue or within the immediate vicinity**. Our entertainers carry heavy equipment and need to make multiple trips in and out of the venue, so **unloading on double yellow lines or red routes is not possible**.

After unloading, we also ask that **suitable parking is available within a minute's walk** of the venue.

If a parking fine sneaks its way to your entertainer due to missing or incorrect parking info, we'll (reluctantly!) have to pass the cost on to you.

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## Maximum Children

To keep the fun safe and stress-free, here are our max guest numbers:

- Disco & Games Party - 40 kids
- All Star Sports Party / Soccer Superstar Football - 28 kids
- Parachute, Disco & Games / Teddy Bears Picnic - 25 kids
- Sports Day And Parachute - 24 kids
- School Discos / Teenage Parties - Unlimited!

(Parents, toddlers, and babes in arms not included in these numbers.)

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## Food Break & Cake Time

For parties lasting 2+ hours, your entertainer will stop midway for a **20–30 minute food break and birthday singalong**.

Need more or less time? Feeding the kids after the party instead? No problem—just let your entertainer know on the day.

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### **Music Requests**

Want to hear your child's favourite tracks? Simply log in to your **My DNA Kids** portal to add them to your booking.

Important:

- Please submit your music list at least **7 days before your party**.
- We can only accept music lists added directly via **My DNA Kids**.
- This ensures your entertainer or DJ receives your requests clearly, and if a replacement is needed on the day, your music list will be passed to them automatically.

Please note: We cannot accept music lists sent by email, screenshots, or links to external sites (e.g., Spotify, Apple Music, YouTube, or download platforms).

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### **Consolation Sweets & Allergies**

We provide small consolation sweets during the party. If any guests have allergies or dietary restrictions (religious or otherwise), let us know in advance and we'll do our best to help.

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### **Outdoor Parties**

Rain and discos don't mix! If your party is outdoors, please have a backup plan like a marquee or an indoor space just in case the weather misbehaves.

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### **What We Don't Provide**

Here's what you'll need to sort out yourself:

- Venue

- Food & drink
  - Decorations
  - Party-ware (plates, cups etc.)
  - Party bags
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## **Cancelling Your Party**

Life happens! If you need to cancel, you have options:

- **Reschedule Free of Charge** – Move your party to any date within a year. Just let us know within **14 days** of cancellation.
- **Refund Within 7 Days** – Cancel within 7 days of booking and get a refund, minus a **£35 admin fee**.
- **No Refunds After 7 Days** – If you cancel after 7 days and don't reschedule, the deposit is non-refundable.

If your entertainer has already left for your venue and we haven't been notified, a **£50 late cancellation fee** may apply (more if they've travelled far).

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## **If DNA Kids Cancels**

We'll only cancel in the most extreme, unavoidable circumstances (think snowstorms or alien invasions). If we do, you'll get a full deposit refund—but we're not liable for any other losses.

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## **Paying Your Deposit In Instalments**

If you're paying your deposit in instalments, please stick to the deadlines. If a payment is missed, the party will be cancelled and any payments made will be non-refundable.

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## Entertainer Dress Code

Our entertainers come dressed in colourful **DNA Kids polos** and smart jeans or leggings. For performance/copyright reasons, we don't wear character costumes (except our monsters in the Spook-tacular Monster Party!).

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## Venue Alarms & Sound Limiters

If your venue has a **smoke alarm**, and you've booked a smoke machine, please check compatibility.

**Sound limiters?** We'll do our best to stay within the limits, but party fun can get noisy—especially with kids involved!

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## If You're Not Happy

We want you to LOVE your party. If something's not quite right, please speak to your entertainer on the day.

Still not satisfied? Please drop us an email at **hello@dnakids.co.uk** and we'll look into it promptly.

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## Rebooking Your Entertainer

Want your same superstar entertainer next time? Grab their business card or get in touch with us and we'll help you rebook.

Please note: entertainers can't give personal contact details or take direct bookings.

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## Snow, Flooding & Extreme Weather

If hazardous weather makes it unsafe or impossible for us to reach you, we may have to cancel your party—but you'll get a full refund or option to reschedule.

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## Strobe Lighting - Epilepsy Warning

Strobe lights can trigger seizures in some guests. If anyone attending has epilepsy, please let us or your entertainer know in advance.

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## Magic Parties

Please have a small table ready for the magic show—it's where the real wonders happen!

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## Wacky Science Parties

A few helpful heads-ups:

- **Mini rockets and leaf blowers** can be loud and may spook little ones.
  - **Slime ingredients** (PVA glue, a tiny bit of Borax, and food colouring) are safe to handle, but **not to eat**. If swallowed, seek medical help.
  - A small table for science experiments is appreciated.
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## Sports & Football Parties

Some physical activity (and the occasional bump!) is part of the fun. If any kids have breathing issues, past injuries, or are under 5, we recommend close adult supervision.

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## Teddy Bears Picnic Party

We recommend asking your guests to bring their favourite teddy bear or cuddly toy along to join in the fun and games.

Don't worry if someone forgets theirs—they can still take part in the party, they just won't have a teddy buddy to join them!

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## **UV Glow Parties**

Want that full glow effect? Ask guests to wear **white, neon, or fluorescent** clothes and keep the room **nice and dark**. Venues with blinds/curtains work best.

**Glow products and face paint** can stain—please take care when using them.