



Booking Terms and Conditions

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE MAKING A PARTY BOOKING.

MAXIMUM ATTENDANCE

For safety and enjoyment reasons, our maximum attendance numbers are as follows:

- Disco & Games Parties - 40 children
- Sports Parties - 28 children
- School Discos – Unlimited
- Teenage Parties - Unlimited
- Virtual Parties - 99 children

Please note: we do not include parents, toddlers or babes in arms in the attendance numbers.

ENTERTAINER ARRIVAL TIME

Your entertainer will arrive 30 minutes prior to your party start time 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 for setting-up and down.

For teenage parties, your DJ will arrive 1 hour prior to the party start time and will take the same amount of time to set down after the party has finished.

If you are having a School Disco or have upgraded your light-show, please add an additional 15 - 30 minutes for setting-up and down. Please contact us for further details.

For virtual parties, we recommend logging-on 10 minutes before your party start time, so that your entertainer can meet the birthday child and to allow time for any questions. We recommend your guests log-on 5 minutes before the party start time, where they will enter our virtual waiting room ready to be let in by your entertainer at the party start time.

In the unlikely event that your entertainer runs late and you have not been contacted by them directly, please call us immediately on **01245 401 401**.

If your party is outside our office hours of 9am - 5pm Monday to Friday or 10am - 4pm Saturday, please call us on **07478 327029**.

FOOD BREAK AND BIRTHDAY CAKE

If your party is for 2 hours or longer, your entertainer will stop halfway through the party to allow the children a 20 - 30 minute food break and to sing Happy Birthday to the birthday child. If you require more or less time for eating, or if you are feeding the children after the party, please let your entertainer know. Your entertainer will liaise with you on the day regarding the food break and bringing out the birthday cake.

MUSIC LISTS

Please feel free to send us a list of your child's favourite songs at your earliest convenience to hello@dnakids.co.uk or by logging on to My DNA Kids. We recommend between 10 - 20 songs as the ideal amount.

CONSOLATION SWEETS AND FOOD ALLERGIES

We supply consolation sweets within our children's parties. Should you or your guests have any food allergies or are unable to eat certain ingredients, please notify us as soon as possible.

OUTDOOR PARTIES

For safety reasons, we are unable to use our disco equipment 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 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

CANCELLING YOUR PARTY

If you need to cancel your party for any reason, please contact us as soon as possible. When cancelling, you will be presented with the following options:

- You can cancel and transfer your party free of charge up to 1 year away from your original party date. Any deposit paid will be moved to your new party date. All we ask is that you provide us with the new party date within 30 days of cancellation (this can be extended in exceptional circumstances). Should you fail to provide us with a new party date within 30 days, regrettably, your booking will be cancelled and any deposit paid will be non-refundable.
- If you are cancelling within 7 days of making your booking, you also have the option of a refund on any deposit paid minus a £25 administration fee.
- If you are cancelling after 7 days of making your booking and you do not wish to use our cancel and transfer option, regrettably, 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 your entertainer travelling to your party venue, we reserve the right to charge for the remaining party balance.

IF DNA KIDS CANCELS YOUR PARTY

We understand how important your child's party is to you, which is why we offer free replacement entertainer cover in the event of illness or accident (subject to availability).

We will only ever cancel your party in the extremely unlikely event that we are prevented from attending due to circumstances beyond our control.

In the event that we have no other option but to cancel your party, we will refund any deposit paid in full. However, we will not be held liable for any direct or indirect loss that you may suffer as a result of any cancellation.

Please note: our refund policy does not apply in the following circumstances:

- If you need to cancel your party for whatever reason
- In the event of any government restriction including a lockdown
- In the event of snow or other adverse weather condition
- In the event of fire or flooding of your party venue or the surrounding areas
- In the event that your party venue cancels on you

ENTERTAINER DRESS CODE

Our children's entertainers wear brightly coloured DNA Kids branded polo shirts with their entertainer name on and smart jeans/leggings and trainers. For performance and copyright reasons, our entertainers are unable to dress in character outfits with the exception of our Spook-tacular Monster Party.

VENUE SMOKE ALARMS AND SOUND LIMITERS

If you have chosen a smoke machine for your party, please check to see if your party venue has a smoke alarm fitted, as the smoke machine may trigger this.

If your party venue has a sound limiter fitted, your entertainer will do their 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.

IF YOU ARE UNHAPPY WITH YOUR DNA KIDS PARTY

We want you to love your DNA Kids party. From our rigorous entertainer selection and training process through to our party advisors being on-hand 6 days a week, every effort has been made to ensure your party is an outstanding success.

If you have any questions on the day or you are not completely satisfied with your DNA Kids party for any reason, please bring it to the attention of your entertainer. We would appreciate the opportunity to address any concern that you may have at the time.

In the rare event that you feel any concerns have not been addressed to your complete satisfaction, please email our Customer Services Team at your earliest convenience at customerservices@dnakids.co.uk

We politely request any complaint be submitted in writing, so that we can deal with it in a professional manner.

RE-BOOKING YOUR DNA KIDS ENTERTAINER

If you would like to rebook your entertainer, please ask them for a business card with their name on. Alternatively, please contact us and we can check to see which DNA Kids entertainer you had. Due to contractual reasons, your entertainer is unable to provide you with their personal contact details or take bookings at our parties.

SNOW, FLOODING AND HAZARDOUS WEATHER

Attending every one of our customer's parties regardless of the weather conditions is our highest priority. However, in the event of heavy snow, flooding or any other hazardous weather condition, we need to balance this out with the welfare of our entertainers.

If on the day of your party we believe the weather conditions in your area pose a potential risk to life, or if we cannot physically reach your party venue due to heavy

snow, flooding or other hazardous weather condition, regrettably, we may have no other option but to cancel your party. Please be assured that this decision will not be taken lightly and we will explore every practical option available to us before doing so.

If we reluctantly have to cancel your party, you will be offered a full refund of any deposit paid or the option to postpone your party up to 1 year away from your original party date.

USE OF STROBE LIGHTING - EPILEPSY WARNING

If you have booked a teenage party or have upgraded your light-show to include strobe lighting, please be aware that strobe lighting can trigger an epileptic seizure. If you know of any party guests that have epilepsy, please notify us in advance or make your DJ/entertainer aware on the day.

MAGIC, DISCO & GAMES PARTY CUSTOMERS ONLY

Where possible, we politely request that a small table is provided for performing the magic show.

WACKY SCIENCE PARTY CUSTOMERS ONLY

Please note the following:

- Our wacky science show contains mini rockets and the use of a leaf blower that some younger children (under 6 years) may find upsetting due to the noise.
- The slime we create in the wacky science show consists of PVA glue, a tiny amount of Borax and food colouring. Whilst it is safe to handle in moderate amounts, it should never be ingested. If ingested, please seek immediate medical assistance.
- Where possible, we politely request that a small table is provided for performing the wacky science show.

UV GLOW PARTY AND UV LIGHT-SHOW UPGRADE CUSTOMERS ONLY

To get the best out of the UV lighting, please ask the children to dress in white, neon or fluorescent clothing/shoes and aim to make your party venue as dark as possible. For this reason, we recommend checking in advance that your party venue has blinds or curtains and does not have a skylight. If you are using glow accessories, please be aware that any leakage can stain clothing, as can neon face & body paint.

SPORTS AND FOOTBALL PARTY CUSTOMERS ONLY

Your sports coach will take every reasonable precaution to ensure a safe and fun environment for the children. However, due to the nature of our All Star Sports Party and Soccer Superstar Football Party there may be some minor physical contact.

We recommend children with any breathing difficulties; previous injuries that may be aggravated by physical activity or children under the age of 5 participate under the supervision of a parent or guardian.