

Terms & Conditions

Ace Entertainments offer the highest level of service to our customers and have set the following terms and conditions. These terms are to safeguard our customers as well as our staff and company and we aim to be as fair as possible. We ask that all customers read these terms before they make a booking as a cleared deposit payment and completed booking form will be taken as acceptance of our terms and conditions. If you do have any questions please don't hesitate to contact us.

Bookings

Your booking cannot be guaranteed until we are in receipt of cleared payment of the required deposit, as a minimum requirement, and by the return of a completed booking form. A Deposit payment and completed booking form is considered acceptance of Ace entertainments terms and conditions.

Cleared deposit payment is due within one week of booking.

Full and final payment is due on the day of your event unless other arrangements are agreed by Ace entertainments.

Full details must be supplied on your booking form, including the full address of your venue and postcode. We will use postcodes supplied by you for locating the venue via GPS so please ensure that they are correct as Internet searches can sometimes give incorrect details. We cannot take responsibility for late arrival due to the supply of incorrect information.

Payments, refunds, and cancellation policy

A refundable deposit is required to secure your booking. Should you need to cancel your booking then Ace Entertainments require 14 days written notice. Your deposit will not be refunded but may be transferred to an alternative date, within one year of the original booking date. In the event of cancellations within 7 days of the event, 100% of the full fee will be due, within 14 days then 50% will be due.

Should Ace Entertainments be unable to fulfil your complete booking through fault of our own or due to circumstances beyond our control such as, but not limited to, severe weather conditions, unexpected traffic conditions, or performer illness, then your deposit and any further payments will be refunded in full.

In case of performer illness, including the loss of voice, or family emergency, we will arrange a backup for your party. In the event that a backup cannot be reached we will inform you immediately and will work with you to find alternative solutions.

Allergies

Please notify us prior to the party if any guests that will be attending have any allergies to face paints/glitter tattoos, if included in your package, or sweets that are used as prizes. Ace Entertainments accepts no responsibility for failure to notify us of any such allergies.

On the day of your party

Please ensure that you provide a paid for space for our entertainer(s) to park, as near to your venue as possible, so that they may unload their equipment. Please notify us in advance of any parking restrictions that you may know of.

Your entertainer will arrive at your venue in costume, unless there is extreme weather conditions which may affect our costumes, where we would ask that you make provisions for them to change on site.

Ace Entertainments reserve the right to replace an entertainer in cases of emergency.

We would require at least one adult, not including Ace Entertainments staff, to be present throughout your party. The liability for the safety of all guests lies with the organiser as detailed on the booking form.

We may occasionally take photographs for our Facebook page and website, please let us know at the time of your party if you do not wish for us to do so.

Entertainers will bring a range of suitable party music with them to your party. Should you have any special music requests we will endeavour to fulfil these, but cannot guarantee them. We are happy for you to supply a pre prepared music playlist of your choice on an ipod which we will play on our docking system.

We ask that you refrain from having play equipment out during our entertainment time, as items such as bouncy castles etc. can be a distraction for the children and our entertainers cannot be held responsible for holding their attention whilst such items are still operational during our entertainment time.

We are happy to hold your party outside subject to neither the entertainer or children are placed in full sunlight, weather permitting, but ask that you have an inside space available as a back up should weather conditions suddenly deteriorate. In the event that the weather has previously been wet, and the ground is soft, then we ask that you provide an indoor room or platform for the entertainer to stand on whilst entertaining so as to avoid damage/staining to our costumes.

Travel Problems

Should your entertainer encounter any problems while travelling to you they will inform you via telephone as soon as possible. We recommend that you have your mobile phone with you at all times prior to your party should we need to contact you and ask that you ensure all contact details have been supplied on your booking form.

We accept no responsibility for any form of travel disruptions including, but not limited to, traffic jams, breakdown, accidents, extreme weather conditions, diversions, acts of nature or any other means beyond our control.

In the event of heavy snowfall resulting in traffic disruption on your party date, we

In the event of heavy snowfall resulting in traffic disruption on your party date, we strongly advise you to contact your guests and reschedule your party.

Ace Entertainments will happily transfer your booking to an alternative date when it is safer to travel. Your entertainer will contact you prior to leaving for your party and should you wish for your party to go ahead, and your entertainer is in a safe position to begin travelling, they will try their best to reach you, but with no guarantee of arrival. We always recommend cancelling your party for the safety of your guests travelling and also our entertainment team.