

Luans Little People Parties

Terms and Conditions



Luans Little People Events and Parties Terms and Conditions aim to present a fair sustainable structure to all. We aim to provide the highest quality play sessions for all our customers.

We are committed to the safety of all persons who attend our play sessions and to deliver the highest standard of service.

A contract between you and us will come into force when you have paid the deposit, and your booking is confirmed by us via email.

We suggest that you read through these terms and conditions. If you have any questions concerning them, please ask us.

You should keep a copy of these terms and conditions for your records.

Providing the Party/Equipment

Once we and you have entered into a legally binding contract and confirmed your booking, we will provide the Services to you for a maximum of twenty children for children aged 1 to 8 years old, at the premises of your choice using the equipment/role play areas on the date agreed between us.

All children must be supervised at all times and not left unattended. The party leader cannot be responsible for a child at any time. Should a carer or associated visitor behave in a way that the party leader feels are unreasonable then the company reserves the rights to withdraw the provision of play sessions to the client. No refund will be given.

The Premises

You will be responsible for hiring the Premises. In doing so, you must ensure all costs associated with hiring the premises. Ensure the premises are suitable for the provision of the service, a maximum of 20 children will be able to use the equipment provided by us.

You will need to ensure the premises are hired for the correct date and duration that will be agreed between us and will be confirmed in an email to you.

We must be notified at least a week before the party or hiring of equipment is taking place if there are any restrictions or rules set out by the premises that we need to adhere to and could impact on our services.

Cancellation of services

If, for any reason, we cannot provide the Services at the agreed date and time, we will provide you with as much notice as is reasonably possible. In these circumstances, you can cancel the contract, in which case we will provide you with a full refund of the deposit and any other monies paid to us in connection with the contract.

Luan's Little People Events and Parties will endeavour to attend all bookings during bad weather e.g., snowy conditions. However, should we need to cancel due to safety concerns, you will be notified as soon as the decision has been made, we will try to make this as soon as possible and we will try to find you an alternative date to rearrange, or a refund of the deposit and other monies paid to us will be refunded to you.

If you wish to cancel your booking: you must notify us 6 weeks prior to the event, at which a refund of the deposit will be made.

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If you wish to cancel your booking less than 6 weeks prior to the date that we are to perform the Services, we shall endeavour to re-arrange your booking to another suitable date. If no suitable date can be agreed, then we will be entitled to retain the price in full and no refunds will be made.

If you do not wish the Services to be re-arranged, please note that we will be entitled to retain the price in full on the basis that we will have committed staff and resources for the planned event and may not be able to re-sell the proposed event date, resulting in us incurring loss.

Price and Payment

We will confirm the price and any other charges to you, in writing and will be confirmed to you with a confirmation email once your deposit has been paid.

Our charges are calculated on the basis of us providing the services required. We will need at least half an hr either side of the running of the party to set up and clear away.

You must pay the deposit at the point of entering into a legally binding contract with us. Your booking will not be confirmed until you have done so, and the slot may be allocated to someone else.

The balance of the price must be paid no later than 2 weeks prior to the date that we are to perform the Services.

If you fail to make payment in accordance with above, we may cancel the contract. In such circumstances, we shall be entitled to retain the full amount of the deposit.

If you fail to make any payment due under the contract by the due date, then the booking will not be confirmed, and the service date will become available and allocated to someone else.

During our Services

We ask you co-operate with us in all matters relating to the Services: -

Provide us with such information that we may reasonably require in order to supply the Services safely. Comply with all applicable laws (including health and safety laws) and any rules, restrictions, notices or instructions applicable to or given at the Premises.

Watch and be responsible for all children present during the party or hiring of equipment at all times and ensure that they are using all equipment in a safe and appropriate manner and in accordance with any instructions given by us.

Ensure that the children/adults do not consume food or beverages near or whilst using the Equipment and that all persons (including children) present or taking part during the party are in good health and not showing any signs of illness.

Ensure that a maximum of 20 children are using the equipment or taking part in the party.

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Videos, photographs and confidentiality

We are more than happy in pictures or videos being taken during the party or event providing it doesn't interfere with the running of the play session. In addition, please always be sensitive of taking photographs and ensure you have asked permission from others if they are captured in your photograph/video. If you are asked to stop, please do respect the rights of others. We will always ask before we take photographs and ask if you give permission before we post these on our social media posts for advertising purposes only. Once photographs have been used for our publicity they will be deleted. If any person's objects to their photograph being taken, we will of course not do this.

Providing the Party/Equipment

It is our duty to ensure all equipment is purchased from reputable providers and conforms to all applicable safety standards. We will comply with all applicable laws (including health and safety laws) and any rules, restrictions, notices or instructions applicable to or given at the Premises. We will also ensure all equipment is cleaned after every use.

If you have booked a party with us there will always be two members of staff and they will stay for the duration of the party.

All our staff will have a DBS check, and this will be on the update service so the owners of the company can continually check to ensure the check is full and relevant.

All staff will be qualified or in the process of obtaining a qualification.

All staff will have relevant paediatric first aid training and have completed safeguarding training.

We will be entitled to refuse to provide the Services if we, in our reasonable opinion, believe that you and/or any other person (including children) present during the performance of the Services is showing any signs of illness. Or believe that you and/or any other person present during the performance of the Services is under the influence of drugs or alcohol.

We hold relevant public liability insurance.

Commitment to Equal Opportunities

Luans Little People Events and parties has a commitment to ensure that the equipment and activities are equal to everyone regardless of race, culture, language, gender, age, experience, religion, background, ability or disability.

Data Protection

Luans Little People Events and parties will record, process and keep your personal information secure in accordance with the Data Protection Act 1998. Information will not be passed onto a third party unless you have opted in.

Health & Safety

Luans Little People Events and parties will follow checks of the venues we are going to hold a party from and will carry out a risk assessment before the party begins.

Risk assessments are held on all the activities/toys/equipment we provide and is checked before every party is held.

We will make sure all our own equipment is clean and safe

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Contact us

If you need to contact us at any time:

· Email LLP.eventsandparties@outlook.com

or
· Contact us through our Instagram or facebook page.
we will endeavour to reply as soon as we can.

Full Name

I Agree

By clicking the box you agree that you are entering into a contract confirming that you are responsible for any loss, damage or injury, and that you will abide by the above conditions, and understand this contract.