

Spa Sparkles

Terms and Conditions

1. Bookings

We recommend that parties are booked as far in advance as possible in order to secure your desired date and time. If your preferred date and time are not available, we will work with you to find an alternative option.

1.1 Pricing

We do everything we can to ensure that the prices listed on our website are correct, as well as trying to keep our prices consistent. Occasionally we may need to change the cost of our products. Prices may be changed at any time without further notice. However, we guarantee the price of your party at the time your booking is confirmed remains the same. Pricing is detailed on your confirmation booking email.

1.2 Payments

Bookings can be made via the website, via our social media platforms, by email or by telephone. A non-refundable deposit of £50.00 will be taken at the time of booking in order to fully secure the booking. The remaining balance is to be paid no less than 7 days before the party date. Spa Sparkles has the right to cancel any party bookings who do not pay the full amount at least 7 days prior to the party date, with the deposit being non-refundable.

2. Confirmation of Attendees and Party Package Alterations

The final numbers of children attending will need to be confirmed no less than 7 days before the party, including any requests, add-ons or amendments to the party package. We are not able to accept payment in cash on the day.

3. Cancelling and Rescheduling a Booking

3.1 Cancellations by the Customer

Should the customer wish to cancel their confirmed party booking at any time without rescheduling, the deposit is non-refundable.

3.2 Customer Rescheduling a Party

If the customer wishes to reschedule their party, they may do so subject to availability.

3.3 Cancellations by Spa Sparkles

In the unlikely event that Spa Sparkles will have to cancel a party booking, we will offer an alternative date and time. If the customer is unable to, or does not wish to reschedule, a full refund will be given.

3.4 Cancellations and rescheduling due to the COVID-19 pandemic

Should government restrictions and lockdowns prohibit socialising of non-household members, which in turn prevents the customer's party going ahead as planned, the customer will be offered a choice to either postpone and reschedule to a later date or cancel altogether, whereby a full deposit refund will be issued. The customer may reschedule their booking as a precautionary measure due to high numbers of Covid infections in school, or a confirmed case in their household and a new

date rescheduled. Should the customer wish to cancel altogether in this instance, the deposit is non-refundable.

4. Hygiene Note - Pampering Treatments

Spa Sparkles regrets that your party staff may be unable to offer certain pampering treatments to children with any viral infections and hair and skin conditions, such as cold sores, verrucas, warts, conjunctivitis, severe cold, head lice, severe acne, and severe eczema. An alternative treatment will be offered in such cases. Such conditions should be brought to your party staff's attention prior to the start of the party.

5. Disclosure

Spa Sparkles will never share your details with any third parties. For further information about our Privacy Notice, please contact us.

6. Supervision

Our party staff are not to be left in sole charge of children or any other vulnerable persons. At no point should our party staff have unsupervised access to children or other vulnerable persons. The customer should ensure that he/she or any other trusted accompanying adult is present nearby at all times.

7. Contact with Children

Due to the nature of our pampering services, physical contact with children is necessary in order to carry out the treatments. Our party staff will never insist on a child taking part if he/she is not comfortable having physical contact with them, for example, contact during nail painting, massage to hands, application of facial and body treatments.

8. Party Staff DBS Checks & Insurance

All our party staff are DBS checked. We also carry out our own training to ensure that our party staff meet our high standards of service. The customer may request proof of DBS certification at the party. Spa Sparkles is fully insured with Public Liability Insurance.

Health and Safety Policy

The Health and Safety of both our adult and child customers is very important to us.

- Spa Sparkles staff will ensure the well-being of each child taking part.
- All equipment will be checked and cleaned regularly to ensure they are safe for use. Any broken or hazardous equipment will be removed immediately. Children will only be offered equipment and resources that are suitable for their age/stage of development.
- We carry out a detailed risk assessment of every party venue before any participants arrive to ensure that it is a safe environment.
- In the event of a fire/evacuation please follow the Fire Instructions found at fire exits in the venues. Please make yourself aware of these procedures as you enter the building.
- Smoking is not permitted inside any venue.
- At events parents/guardians must accompany their child at all times.

- Spa Sparkles holds comprehensive Public Liability insurance.
- We have a procedure for recording accidents (Accident Record Form).

Due to the equipment we bring to each party, Spa Sparkles is unable to provide pamper parties in high-level buildings that have stairs or lifts. Additionally, suitable on-site parking is required to safely unload our equipment.

Spa Sparkles reserves the right to cancel any party where full payment has not been received at least 7 days prior to the party date. By paying the non-refundable deposit, you are agreeing to our Terms and Conditions.