



## UNIQUE CHILDREN'S PARTIES (UCP) – STANDARD TERMS AND CONDITIONS

### Introduction

Please note that these are our standard terms and conditions that apply to all bookings and are subject to change. All individual service terms and conditions also apply. We advise regular checks of our website for updates.

### Agreement

This is an agreement between Unique Children's Parties (UCP) and you, the client. This agreement becomes effective from the date a confirmed booking is made. Only these terms shall constitute the agreement between UCP and the client.

### Acceptance of Terms

By confirming your booking and/or making payment, you confirm that you have read, understood and agree to all terms and conditions outlined herein, including payment obligations, cancellation terms and third-party supplier policies.

### Confirmed Booking

A booking is deemed confirmed when UCP is in receipt of a deposit and/or a completed booking pack, or by any other written confirmation establishing mutual agreement. Only the items listed within the booking pack form part of this agreement.

### Order Policy

When placing an order, please select the minimum required items. Orders may only be reduced by up to 10% up until 45 days prior to the event date. After this time, orders cannot be reduced but may be increased with sufficient notice.

A final order confirmation will be issued no later than 7 working days prior to the event. To ensure accuracy, changes cannot be made outside of the booking and final confirmation stages, as multiple amendments may result in order discrepancies. For bespoke planning, please opt for our planning services.

### Planning Service

To secure this service, the agreed planning fee must be paid in advance to cover allocated planning time.

### Payment Terms

**Deposit:** A strictly non-refundable and non-transferable deposit is required in all circumstances, as this secures your booking and commits costs on your behalf.

**Full Balance:** The remaining balance is due in line with your individual agreement. Where payment is due on the day, this must be made prior to the event time slot once all items are set up. Payment must be provided in cash in a seal-able envelope.

### Card Authorisation & Recovery of Costs

By providing payment details and confirming your booking, you authorise UCP to charge any card held on file for outstanding balances, cancellation charges, third-party supplier costs incurred on your behalf and any losses, damages or penalties arising from non-payment, chargebacks or breach of contract.

This includes situations where:

- Payment is not made by the agreed time
- The event is cancelled in breach of these terms
- A chargeback or payment dispute is raised

UCP reserves the right to recover all associated costs, including administration fees and financial losses.

### Cancellation Policy

Cancellations are permitted up to 60 days prior to the event date. Deposits are strictly non-refundable and non-transferable in all circumstances. If cancellation occurs, the following charges apply and may be charged to any card held on file:

- 60 to 45 days prior: 50% of total balance
- 45 to 31 days prior: 75% of total balance
- 30 days or less: 100% of balance

If we arrive at the venue and the event is cancelled, the full booking value remains payable.

### Third Party Supplier / Special Services

UCP books trusted third-party providers on behalf of clients, including but not limited to Photo Booths, Animals, Magicians and Performers. By confirming your booking, you acknowledge that UCP may commit to costs with these suppliers on your behalf.

As such:

- You remain liable for any costs incurred
- Costs may still be payable if the event does not proceed
- Supplier-specific terms may apply and override UCP terms where applicable

All deposits for third-party services remain strictly non-refundable.

### Additional Service-Specific Terms

Certain services provided by Unique Children's Parties (UCP), including but not limited to animal experiences, inflatables, equipment hire and specialist entertainment, are subject to additional service-specific terms and conditions. These terms will be provided separately at the time of booking and form part of the overall agreement between UCP and the client and are deemed accepted upon confirmation of the booking. By confirming your booking, you agree to comply with all applicable service-specific terms as provided in addition to these standard terms and conditions.

### Rescheduling

Rescheduling is permitted up to 60 days prior to the event, subject to availability. A £35 administration fee applies. Rescheduling must occur within 6 months and cannot be used to cancel a booking. If a new date cannot be agreed, cancellation terms apply.

### Delayed Events & Late Finish Fees

If the event runs late or is altered, no reduction in fees will apply.

Where staff agree to extend services, additional charges apply in 30-minute increments and must be paid prior to extension. Staff reserve the right to refuse extensions.

### Chargebacks & Payment Disputes

In the event of a chargeback or payment dispute:

- This agreement will be used as evidence of a valid contract
- Any dispute raised in breach of these terms will be treated as non-payment
- All outstanding balances, fees and associated costs (including chargeback fees) remain payable UCP reserves the right to recover all costs through legal means.

### Failure to Pay on Time

Failure to make payment will activate our collections process. Each stage incurs a £35 administration fee:

- Payment reminder
- Final reminder
- Letter before action
- Submission to claims court

Any time required to prepare or attend court is chargeable at £35 per hour.

### Delivery

UCP will not be held liable for delays caused by circumstances beyond our control.

Where cancellation occurs as a result, rescheduling applies. Full payment may still be required where costs have been incurred.

### Venue / Site Requirements

The client is responsible for providing a safe working environment, including:

- Suitable access and setup space
- Safe surfaces free from hazards
- Adequate parking

UCP reserves the right to refuse service where conditions are unsafe. Full charges will still apply.

### Weather Conditions

If UCP is unable to attend or access the event due to weather conditions or circumstances beyond our control, we will offer rescheduling at our discretion. Full payment may still be required where costs have been incurred, including third-party supplier fees.

### Equipment

Damage to equipment is the responsibility of the hirer. This includes repair, replacement and loss of future hire. Only UCP staff may operate equipment unless agreed otherwise.

### Guest Numbers

Guest numbers must match those agreed. If exceeded by more than 10%, services may be withdrawn. Full payment remains due regardless. Additional guests may be charged where possible.

### Guest Behaviour

UCP reserves the right to withdraw services where behaviour is unsafe, abusive or disruptive.

No refunds will be issued in such circumstances. Full payment remains payable.

### Event Photography & Videography

UCP may use event footage for promotional purposes unless otherwise requested in writing.

### Public Liability

UCP holds Public Liability Insurance. UCP will not be held liable for damage unless caused by proven negligence.

### Power Supply

A suitable 13-amp power supply must be provided.

### Clean-Up

UCP staff will endeavour to leave their immediate working area as it was upon arrival. This relates only to the area directly used for our services. UCP is not responsible for general venue cleanliness, including but not limited to food, drink, spillages or waste generated by guests during the event. Responsibility for this remains with the client and/or venue provider.

### Complaints

All issues must be raised during the event to allow resolution. Complaints raised afterwards may not be considered for refund.

### Training, Security & Quality

Recording equipment may be used for training, safety and quality purposes. This may also be used to investigate complaints.

## CLIENT DECLARATION

**I confirm that I have read, understood and agree to the terms and conditions outlined above. I accept responsibility for all payments due, including non-refundable deposits, third-party supplier costs, and any applicable charges.**

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_