

Terms and conditions v1.0 Effective from 01.06.2017

The Fairy Academy

1. - Booking details

1.1 - A non-refundable deposit of £15 per fairy must be paid to secure the required date. Only booking acceptances received in writing from The Fairy Academy can be taken as confirmation of a place in the Academy for the date specified.

1.2 - Payment of a deposit is taken as acceptance of all Terms and Conditions.

1.3 - Fairies will be allocated into groups for the duration of the Academy at the discretion of The Fairy Academy. The Fairy Academy will endeavor to allocate family or friends to the same groups but this may not always be possible.

1.4 - The Fairy Academy reserve the right to change the contents of the party including but not limited to the activities included.

2. - Payments

2.1 - Paying by Bank Transfer If you use Internet Banking you can make a payment straight into our bank account via BACs. If paying by this method please ensure you include your surname and the date of your event as a reference.

2.2 - Paying by PayPal If you use PayPal you can make a payment straight into our PayPal account. If paying by this method please ensure you include your surname and the date of your event as a reference.

2.3 - Non-payment of any balance of fees owed within 14 days prior to the date of the academy will result in the allocated space being cancelled.

3. - Cancellations

3.1 - All cancellations must be notified 14 days prior to the academy date; this cancellation will incur a cancellation fee of the deposit paid. Cancellations made less than 14 days prior to the academy date will incur a cancellation fee of the balance paid.

3.2 - Should you need to move your academy booking then there is currently no administration fee. Transfer of the booking is subject to availability and must be within 3 months of the original booking date.

3.3 - If The Fairy Academy need to cancel the academy for any reason they will ensure that email and telephone notification be made. Alternative dates will be offered to all fairies where possible, failing this a full refund will be given.

4. - Conduct

4.1 - The Client will provide adequate supervision of its guests, including children, at the venue, and will be liable for any loss of or damage to the The Fairy Academy's equipment or personnel belongings, caused by guests attending the function.

4.2 - The Fairy Academy will be responsible for producing certificates of Public Liability Insurance (PLI).

6. - Health and Safety

6.1 - The client will inform The Fairy Academy of any relevant allergies at the time of booking. The Fairy Academy may provide refreshments that contain nuts, eggs, milk or other allergen foods unless notified in advance.

6.2 - In the event of fire, flooding, public disturbance, terrorist activity or any other threat to the public, The Fairy Academy will not be responsible to help in any way or evacuate any venue or building where she is present and / or working within, unless the fire regulations for the venue specify otherwise. This would usually incur a vocal announcement.

7. - The Venue

7.1 - The Fairy Dell is a third party location not under the management of The Fairy Academy. If the Fairy Dell is unavailable for any reason The Fairy Academy reserve the right to change the location of the academy, any such change in location will be informed by email and telephone where possible. Should an alternative location not be available The Fairy Academy reserve the right to postpone the academy until a suitable location be found.

If you would like further clarification of what any of the above means or you are unsure of any of our terms please contact The Fairy Academy

Birthday Party

1- Booking details

1.1 - A non-refundable deposit of £5 per fairy must be paid to secure the required date. Only booking acceptances received in writing from The Fairy Academy can be taken as confirmation of a place in the Academy for the date specified.

1.2 - Birthday parties are for a minimum of 10 fairies and a maximum of 16. All additional children must be paid for by the person booking the party, a head count can be taken on the day of the party. Each additional child is £15.00 and absolute maximum numbers are 16 per party booking.

1.3 - Payment of a deposit is taken as acceptance of all Terms and Conditions.

1.4 - Confirmation of party requirements should be set out in the booking form, failure to include details (such as hire of the venue) in the booking form may lead to cancellation of the party if The Fairy Academy are not able to accommodate the request at short notice.

1.5 - It is the responsibility of the party organiser to provide all food, cake, and cutlery and party bags. Catering is not included in the party price.

1.6 - The Fairy Academy will provide full party entertainment, however the children remain the responsibility of the adults in the party. Children must be supervised at all times and children must not be left unattended at any time. It is the responsibility of the supervising adults to make sure that the contents of the party bag provided are suitable for the attending children. Babies under three years old will not be included in party numbers unless wishing to take part in craft activity, then they are included in the set number of 16 children per party and any additional fees are payable. We require a minimum ration of 1 adult to 4 children.

1.7 - The Fairy Academy reserve the right to change the contents of the party including but not limited to the activities included.

2. - Payments

2.1 - Paying by Bank Transfer If you use Internet Banking you can make a payment straight into our bank account via BACs. If paying by this method please ensure you include your surname and the date of your event as a reference.

2.2 - Paying by PayPal If you use PayPal you can make a payment straight into our PayPal account. If paying by this method please ensure you include your surname and the date of your event as a reference.

2.3 - Non-payment of any balance of fees owed within 21 days prior to the date of the party will result in the party being cancelled.

3. - Cancellations

3.1 - All cancellations must be notified 21 days prior to the party date; this cancellation will incur a cancellation fee of the deposit paid. Cancellations made less than 21 days prior to the party date will incur a cancellation fee of 75% of the total party fee.

3.2 - Should you need to move your party booking then there is currently no administration fee. Transfer of the booking is subject to availability and must be within 3 months of the original booking date. If The Fairy Academy has hired a venue specifically for the party any charges incurred as a result of the cancellation and any subsequent re-hire will be passed onto The Client (and evidence will be provided).

3.3 - If The Fairy Academy need to cancel the party for any reason they will ensure that email and telephone notification be made. Alternative dates will be offered where possible, failing this a full refund will be provided.

4. - Health and Safety

4.1 - The Fairy Academy will be responsible for producing certificates of Public Liability Insurance (PLI).

4.2 - The client will inform The Fairy Academy of any relevant allergies or health risks at the time of booking.

4.3 - In the event of fire, flooding, public disturbance, terrorist activity or any other threat to the public, The Fairy Academy will not be responsible to help in any way or evacuate any venue or building where she is present and / or working within, unless the fire regulations for the venue specify otherwise. This would usually incur a vocal announcement.

5. - The Venue

5.1 - The Fairy Dell is a third party location not under the management of The Fairy Academy. If the Fairy Dell is unavailable for any reason The Fairy Academy reserve the right to change the location of the academy, any such change in location will be informed by email and telephone where possible. Should an alternative location not be available The Fairy Academy reserve the right to postpone the academy until a suitable location be found.#

5.2 - If the performance start time is delayed due to the inability of The Fairy Academy to gain access to the performance area, or any other delay beyond The Fairy Academy's reasonable control, The Fairy Academy will not be liable for any refund whatsoever.

5.3 - Where The Client arranges the venue, they are responsible for arranging adequate set up time usually 60 minutes before the start time of the event and 60 minutes after the event to break the set down. The Client should indicate what access is available, stairs, lifts, Car parking etc.

5.4 - The Fairy Academy will be holding your date exclusively for you and will turn away all other work. The potential loss of work in the event of a cancellation is real and tangible therefore The Fairy Academy will charge a cancellation fee. Cancellations must be made in writing or by e-mail. No telephone cancellations can be accepted.

5.5 - Where The Client arranges the venue, The Client must ensure that there is adequate parking for The Fairy Academy on the day for off loading and loading of the equipment, in a safe and secure manner. Should there be items stolen during this procedure it is the responsibility of The Client.

5.6 - Where The Client arranges the venue, The Fairy Academy also reserves the right to refuse to continue any event prior to the start should there not be sufficient floor space which would not allow the set decoration to be assembled safely.

If you would like further clarification of what any of the above means or you are unsure of any of our terms please contact The Fairy Academy.