



# Booking Terms and Conditions

March 2024

*Please Note: By reading and agreeing to these terms and conditions, you agree that you are making a booking and entering into a contract with 'We Are Hazza' which carries your acceptance, in full, of the booking terms.*

- 1.0-** Booking Policy – In order to make a booking, this must be done directly through our official website, Facebook or by phone. We will not be held responsible for unofficial bookings made via a third-party alternative.
- 2.0-** Deposits - Please note that in order to fully secure your booking/ date, a deposit is required (unless stated otherwise). This deposit is non-refundable and no date / time is secure until this payment has been received.
- 3.0-** Payment is to be paid before your event via BACS. Please note payment is expected the latest, one week before your event (unless stated otherwise). If full payment is not received by this deadline, your event will be cancelled and there will be no refund on any amount you have previously made. Please note that cheques are not accepted.
- 4.0-** If in the unlikely case that we can't make your event under circumstances such as bad weather conditions (I.E Snow or floods), heavy traffic, vehicle failure, illness or circumstances deemed beyond our control, we will not be held liable including any direct or indirect loss that you may suffer as a result of any cancellation.
- 5.0-** If one of our DJ's can't make your event due to illness, we try our best to replace them with a member of our team ASAP. Please note if we have to cancel an event for this reason, we will not be held liable but we will negotiate to resolve the issue. We will not be held liable including any direct or indirect loss that you may suffer as a result of any cancellation.
- 6.0-** We cannot guarantee who your party hosts will be. Our hosts may vary and 'DJ Hazza' himself, may not be present at all bookings.
- 7.0-** Party games will vary from party to party. If you would like a specific game to be played, please inform a member of our team at least 1 week before the date of your event.
- 8.0-** Our party hosts will not be responsible for the supervision of guests / children. The hirer must obtain a safe and secure environment of which adult supervision is in place.
- 9.0-** If your party contains the use of glitter tattoos, face glitter, hair glitter, neon face paint, nail varnish, the application of make-up or any as such, 'We Are Hazza' will not be held responsible for any irritants that may be caused. We ensure to use body-safe products and all team members have been trained.
- 10.0-** Throughout our events, the use of flashing lights, strobe effects and the use of theatrical smoke may be in use. We take no responsibility in the event of any guests or event/ venue staff suffering from asthma attacks or epileptic fits. If you wish for this equipment/ effects not to be used, please speak to a member of our team immediately before your event.
- 11.0-** Please note that any unwarranted abuse, either verbal or physical, from the hirer, party guests, venue management or staff, will result in us cancelling the event either before or during. Our team have the right to do so and full payment is still expected.

**12.0-** Any rules or regulations by the venue that may prevent us from performing at your event, **MUST** be brought to our attention prior to your booking. If not, this may result in us being unable to complete your party and full payment is expected.

**13.0-** We will not be held liable if your venue becomes double booked, cancels or is un-suitable for your event. Our cancellation policy will still remain if you have to cancel due to an issue caused by your venue.

**14.0-** Snow/ foam machines may be used during your event. During use of the snow machines, the dance floor/ surface of the venue may become slippery. As a hirer, you agree that full supervision will be carried out and any personal injuries or damage to any personal belongings caused (including damage to the venue) 'We Are Hazza' will not be held liable.

**15.0** - Each party package includes a 20 - 30 minute food break. If you do not wish for this break to occur whilst your entertainers are present, an additional fee will apply as this time will have to be filled with more games, prizes and more work for your entertainers. Please inform us **prior** your event if you do not wish for a food break.

**16.0-** Please make sure you fully read your booking confirmation prior to your event. If there are any errors regarding date/ time, please make sure you inform our team asap. Failure to do so may result in us not being able to attend your event and we will not be held liable.

**17.0-** Certain party packages have a limit on the number of guests you can invite. Please make sure you check these before commencing with your booking. Failure to not inform our team if you exceed these (at least 2 weeks before) may result in specific activities not being able to take place at your event.

**19.0-** We will not be held liable for any injury, illness or personal harm to guests caused at an event we are hosting.

**20.0-** Throughout your booking, sweets and other edible goods may be given out by your party hosts (including if you hire our hot dog stand & waffle bar). We cannot guarantee any certainty of allergies due to limited portable preparation areas. We will not be held liable for any allergic reactions that may be caused. Guests consume goods at their own risk. Full ingredients can be found here: [www.wearehazza.com/ingredients](http://www.wearehazza.com/ingredients) . Ingredients of our products may change so please check with our staff on the day of your event to see if they have.

**21.0-** A car parking space **must** be provided close to the venue of your event. Failure to do so may result in a delayed start time or cancellation of the entire booking.

**22.0-** All dates are non-moveable once the deposit has been received. In order to transfer/ move your booking slot, an additional admin fee will apply.

**23.0-** If you have added any of our party extras to your party, these can be changed, removed or added up to 2 weeks prior to your event. If you wish to cancel or removed any extras within the 2 weeks before your event, you will still be charged the full amount for them.

**24.0** - Due to government regulations, if temperature exceeds 30 degrees we will have to cancel your event unless your venue is air conditioned. This is for the safety of our guests and entertainers. A full refund will be granted if this occurs. Safety of our guests and staff is always our number one priority.

**25.0-** You as the hirer are responsible for cleaning your venue (unless stated otherwise in agreement with your venue or a third party). We Are Hazza are not responsible for cleaning, tidying or disposing of any rubbish including if you hire our confetti cannons and any of our food stands.

**26.0-** If the location of your party changes or is more than 10 minutes away from your quoted venue/location, additional charges will apply or we may not be able to attend your event due to a tight schedule. No refund can be given of any payment made already and our cancellation policy will remain in place if we have to cancel for this reason.

**27.0-** If you wish to transfer your booking over to someone else, this can be done up until 2 weeks before your party date. We Are Hazza will not be held responsible for the transfer of the deposit amount and this must be sorted between yourselves. We Are Hazza will not be held responsible for the transfer of booking itself. The original hirer must inform us with the new clients details. All transfers are subject to our discretion and may be refused. Our cancellation policy still remains even if we decline the transfer. The following points apply if transferring your booking;

- The party must be held at the same venue as originally booked.
- The birthday child must be 5+.
- The booking time and date cannot be changed.
- The remaining balance must remaining the same or more than the original booking.
- If there is a change in theme/ extras, if an increase in price has occurred since the original enquiry, you will be charged the new amount.
- An additional £25 transfer fee will be applied to your booking.

**28.0-** Please ensure you have an appropriate amount of time prior to your event start time for our team to set up. Our parties alone require at least 30 minutes before and after to do so. If you have booked any of our food stand or neon bar, please allow between 45 minutes - 1 hour before. We strongly recommend allowing 1 hour before anyway to avoid any rushing for yourself. Failure to provide appropriate time access to your venue will result in a late start or even a complete cancellation. All funds are non refundable if this occurs.

**29.0- CANCELLATION POLICY** – All deposit are non-refundable. If you wish to cancel your event with more than 14 days' notice of your booking date, your deposit and any payment you have made will be lost. Any cancellations made within 14 days' of your booking date, 50% of your remaining balance will be due and any payment you have already made can not be refunded. Any cancellations made on the day before your event or on the day itself, 100% of the remaining balance is due/ can not be refunded.

*If you have to cancel your event but wish to reschedule it due to any circumstance, either the day before or on the day of your event, you will be charged the full amount again.*