

## Event Hire - Terms of Service

### Face Art by Petra

- Arrival and set up • Booking and payments • Cancellations and changes • Data protection and photography

#### ARRIVAL AND SET UP

1. Parking information must be provided at the time of booking. Parking is required at the given venue or within proximity. Any parking charges, if unable to supply parking, are a responsibility of the organiser. We will not accept any responsibility for delays caused by parking issues, caused by misjudgement or a lack of communication.
2. We arrive at the venue minimum 15-30 minutes before start of the booking. Minimum 1 hour, if gazebo is included in hire. Time depends on the length, type of booking or requirements upon arrival. If you require a specific time for arrival, it should be requested at the time of booking or communicated with enough notice.
3. **Space** required for set up is approx. 2x2 metres per one painter, in well-lit area, avoiding high traffic areas (e.g. doorways, narrow corridors or middle of the room). For safety and easy communication, we cannot set up next to speakers and sound systems.
4. **Outdoor set up** – Gazebo or any other shelter (in any weather conditions) must be provided by the organiser or arranged with us, if unable to supply. Additional £30 charge applies, if gazebo is required to be supplied by us. Set up must be on level ground. In the events of extreme weather conditions, such as strong wind, heavy rain, snowing etc., and where inadequate cover is provided, we may not be able to provide the same quality of service and potentially cease painting and pack immediately. If such weather is expected or suddenly occurs on the day or during the event, please consider re-locating face painting set up indoors, if possible.

#### BOOKING AND PAYMENTS

5. Booking is confirmed in written form via email. All important details must also be confirmed in written form. All details in the confirmation email should be checked to ensure, that all significant details are correct.
6. All invoices are payable as per agreement, payment due date is stated on the invoice. Communication is vital, if payment cannot reach us by the set date on the invoice. In such circumstances, all invoices are to be paid no later than 30 days after the booking is taking place.
7. We reserve the right to charge statutory interest and debt recovery costs under the Late Payment of Commercial Debts (Interest) Act 1998 on any overdue invoices.

#### CANCELLATIONS AND CHANGES

8. Cancellation fee is £30 after 24 hours from booking confirmation. Cancellations made 28 days before event, 50% payment required. Cancellations made on the day or with less than 7 days' notice are liable to full payment.
9. On a rare occasion, where cancellation is inevitably made by the face painter in emergency or due to any personal and unforeseen circumstances, and where face painter cannot find suitable cover approved by you; deposit or any payments made, will be refunded in full and invoice voided.
11. Any important changes must be communicated as soon as possible and in written form via email. Significant changes to the booking, such as date, time or location are subject to availability. If unable to accommodate, it will be classed as a cancellation by the client and booking liable to full or partial fee, as explained above (8.)

#### DATA PROTECTION AND PHOTOGRAPHY

11. We only collect details necessary for completing booking. Any personal details or company details are kept confidential and never shared with any third party. We take on occasions some photos and videos at events for advertising purposes. These are taken always with permission of the person taking photo of as well as their guardian, if it is a child. If photos are not permitted at your event, it is important to inform us prior the event.