

# Marfix Entertainment – Terms and Conditions of Booking

*By paying the £20 deposit fee, you confirm that you have read, understood, and accepted the following Terms and Conditions regarding bookings, cancellations, and payments.*

If you have any questions or require clarification, please feel free to contact us directly before proceeding with your booking.

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## 1. Booking & Reservations

- All bookings are subject to availability and should be made in advance.
  - A **£20 non-refundable deposit** is required to secure your chosen date and time.
  - Bookings are not confirmed until the deposit has been received.
  - We do **not reserve dates without a deposit**.
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## 2. Payments & Pricing

- The remaining balance is payable by **bank transfer within 24 hours before the party**.
  - Gratuity is not included but is appreciated if you'd like to acknowledge your entertainer's performance.
  - **Changes to your package** must be made at least **one week in advance**; no changes are permitted on the day.
  - If you cancel after booking, your deposit is non-refundable but can be applied to a future date (subject to availability).
  - If our entertainer arrives at the location and no one is present (due to incorrect details or lack of notice of cancellation/date change), your deposit will be forfeited.
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## 3. Service Guidelines

- All entertainers follow a timed structure to ensure all activities are included.
  - If timing overruns due to circumstances outside our control, some activities may be shortened or omitted.
  - We **cannot perform alongside entertainers from other companies** at the same time. If you are booking multiple companies, please stagger the times.
  - Performers use GPS for travel; please provide clear directions if your venue is hard to find.
  - If traffic or delays occur, we will notify you. Please keep your phone nearby close to the arrival time.
  - **Adult supervision** is required at all times. Performers do not discipline children or handle emergencies.
  - Marfix is **not liable for injury or damage** occurring during your event due to venue conditions or misuse of props/equipment.
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## 4. Cancellations & Rescheduling

- Deposits are **non-refundable** under any circumstances.
  - Cancellations made **more than 72 hours in advance**: no additional fee charged (deposit still retained).
  - Cancellations made **within 72 hours** of the event: full fee is due.
  - Rescheduling is allowed, **subject to availability**, with adequate notice.
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## 5. Performer Safety & Behaviour Policy

- Performers reserve the right to **end or alter** an activity if they feel unsafe or uncomfortable (including bullying or inappropriate behaviour).
  - Marfix has a **zero-tolerance policy** on bullying, harassment, and violence.
  - In case of disruptive behaviour, it is the guardian's responsibility to manage the situation.
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## 6. Giant Bubbles Activity

- Not permitted in **windy, rainy, or stormy** weather.
  - Clients are responsible for **cleaning up spilled solution** to avoid slip hazards.
  - Participating in this activity indicates your acceptance of associated risks.
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## 7. Face Painting

- Available for children **aged 3+** only.
  - A table and **two chairs** must be provided by the client.
  - Only high-quality, skin-safe products are used.
  - Clients must inform the face painter of **any allergies, skin sensitivities, or infections**.
  - We reserve the right to **refuse face painting** if conditions pose a risk to safety or hygiene.
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## 8. Venue Requirements

- Clients are responsible for providing a **safe, clean, and accessible space** for the event.
  - Please inform us in advance if the venue requires **water, electricity, or special access**.
  - **A suitable parking space must be made available** for our entertainer as close to the venue as possible. Please notify us in advance if parking is restricted or requires permits, as delays caused by parking issues may affect your scheduled entertainment time.
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## 9. Equipment & Setup

- All required equipment will be provided by Marfix.

- Please ensure the venue has **enough space** for the activities and setup.
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## 10. Force Majeure

- Marfix is **not liable** for cancellations due to events beyond our control (e.g., extreme weather, illness, road closures).
  - In such cases, we will offer to **reschedule** where possible. No refunds will be given.
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## 11. Performer Substitution

- If your assigned performer is unable to attend due to illness or emergency, a replacement will be arranged.
  - Please note: **replacement performers may use different scripts or styles**, and by accepting the replacement, you agree to this variation.
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## 12. Dissatisfaction & Complaints

- If you're dissatisfied, you **must call us within the first 20–25 minutes** of the party to request the entertainer to leave.
  - **Emails or texts will not be accepted** as valid complaints during the party.
  - If no call is received within this time, the client remains liable for full payment and the deposit is non-refundable.
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## 13. Photography & Marketing

- Marfix reserves the right to use **photos and videos** taken during events for marketing purposes.

- If you prefer your event not to be photographed or recorded, please **notify us in advance**.
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## 14. Legal & Dispute Resolution

- Any disputes will be resolved first through **discussion**, then **legal means** in accordance with local law.
  - We take claims seriously and welcome feedback, but we reserve the right to take legal action against **false reviews or defamatory content**.
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## 15. Terms Revisions

- Marfix Entertainment reserves the right to **update or amend** these Terms & Conditions at any time without notice.
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## Final Note

*These Terms & Conditions are in place to protect both our clients and our entertainers, and to ensure each party experience is magical, safe, and stress-free.*

Please note the following important reminders:

- As most of our communication is conducted **online**, we will **give you a confirmation call approximately one week before your party** to finalise details.
- **If you do not receive a call from us, it is your responsibility to contact us in advance to ensure your booking is confirmed and all details are correct.**
- **If you submit the booking form but do not receive a confirmation email, you must call us immediately. Without a confirmation email or follow-up from our team, your booking may not be secured.**

**By booking with Marfix Entertainment, you agree to abide by all the above conditions.**