

Birthday Party: Terms and Conditions

Safety

Please note, for safety reasons, at least one other adult, in addition to the entertainer, must be present the whole time the entertainment is running. This does not mean they have to be helping with the party or watching it, but they must be present in the event of an unlikely accident. It is the responsibility of the person booking the party to ensure this condition. We retain the right not to conduct certain activities if we feel the children are not responding appropriately, or are too riotous and therefore we deem it unsuitable to conduct certain activities at the party.

Parents / guardians must inform the centre of any children attending with food allergies at the point of booking or up to 7 days in advance of the party.

Cancellation Policy

Please note that a party is not booked and confirmed until either: (1) a deposit has been paid to Miso Cute Cooking Course and cleared into our bank account, or (2) the full amount has been paid and cleared. You will receive a confirmation from us, acknowledging payment and confirming the booking.

The deposit will be paid to Miso Cute in cash, or transferred to the bank account information provided to you. The payment at the time of deposit will be at least 30% of the total amount of the event.

Once a deposit is made, it cannot be refunded if a party is cancelled less than 5 days before the date of the party. If the event is cancelled more than 1 week in advance, the deposit may be refunded, but please note that a 30.-CHF admin fee applies.

Refund Policy

If an event is cancelled less than 1 week before the date agreed upon, the following charges will apply:

5 days prior the date of the event: 30% of the event cost
3 days prior the date of the event: 75% of the event cost
48 hours prior the date of the event: Full Cost of the event

If you wish to cancel a party, notice must be given in writing. Please note we cannot accept messages left on voice mail as notification.

If for any reason a party has to be cancelled on the day of the party, notice must be given before the entertainer has commenced travel to the party destination. If for any reason you have to cancel and do not give notice before the entertainer has commenced travel, you are required to cover the entertainer's travel costs in full in addition to the event costs.

If for any unforeseen reason Miso Cute have to cancel an event, your deposit would be fully refundable and no admin fee will apply.

Please note that there are a minimum number of attendees per event. Customers should confirm the number of party attendees on the booking form to ensure an appropriate food and supplies can be ordered. Changes of more than 2 attendees should be communicated to the Miso Cute in writing 7 days prior to the event. In the unlikely event that the customer's requirements cannot be met after booking, Miso Cute will contact the customer to make alternative arrangements.

In the event that there are less attendees than agreed upon one week prior to the event, the cost of the event will remain the amount agreed upon based on the number of attendees that were closed one week before, and not in accordance to how many actually arrived/RSVPed. Please

understand that prices are based on supplies and conditions for a set amount of people, and any changes yield a loss. Please do your best to give an exact headcount in order for both sides to be mutually pleased with the event.

Miso Cute reserves the right to refuse an application or cancel a booking for reasons that are out of our control (e.g. unforeseen facility closures). Miso Cute will not incur any liability from refusal or cancellation. Any payment made by the customer will be refunded in full.

Payment

Unless you have already paid the balance in full, the remaining balance for the entertainment must always be paid in cash on the day of the event, directly to the entertainer/s.

The remaining balance for a booking is payable to the entertainer (s) on the day in cash immediately after the party entertainment is completed. Please note entertainers cannot accept checks, card payments or any other form of payment.

We regret that the entertainer cannot be asked to wait for payment as they may have to leave straight away to get to another booking.

Liability

Please note Miso Cute Cooking Course does not take responsibility for children causing damage to a venue or any property in which the party is held. This includes, but is not limited to, a home, hired venue, or public area.

Please note that all of our party packages are appropriate to the age of the children outlined on our website. You should be aware that the activities will not be appropriate for children outside the specified age range. If you have younger children attending the party we would ask that you please ensure that either the parent or an adult supervisor is there to look after them and prevent them from disrupting the show. Please note we cannot be responsible for children under this age group as the party activities are not appropriate for this age.

By booking a party with Miso Cute Cooking Course you understand that you release us from any liability associated with accidents. This includes but is not limited to accidents occurring to any adults or children. You also release Miso Cute Cooking Course from any liability associated with accidents or damage caused to furniture, fixtures or fitting or property of any kind not belonging to that of Miso Cute Cooking Course.

In the unlikely event that refunds or compensation is requested, you accept that any refunds or compensation given, will be limited to the total value of the cost of hiring our services. If parties are held anywhere other than your home, we will assume that you have either hired the hall or had permission to use the space.

External Supplies Necessary to Conduct the Entertainment

Please note that with all our parties we will require a table. If your party is in a venue then usually this will be available but please do ensure that one is available or we may not be able to perform the party.

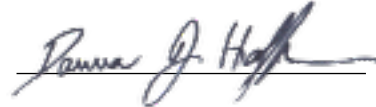
We will need access to electricity. Usually if the party is indoors this will be no problem. If your party is outside we would ask you to ensure there is access to electricity. If you are using extension cables/leads for outside then please ensure the cables are running along completely dry ground and they are not in contact with any wet or damp surfaces.

We cannot be responsible for not being able to provide activities that require electricity, due to power failures or tripped circuits at the venue in which we are operating.

Unless otherwise agreed upon, we will also need access to working oven and stove, and might need some space in the fridge and/or freezer depending on the chosen menu.

During our parties we ask that no food or drink is provided during the actual entertainment that might distract children from the entertainment whilst it is happening. e.g. buffet food out on a table for children to access.

Client Signature

A handwritten signature in black ink, appearing to read "Emma J. Hoff", written over a horizontal line.

Supplier Signature