

## **Booking fee policy**

By Booking you are confirming ALL of the below has been read and agreed to:

### **Pamper Parties:**

All Children in your booking MUST be minimum of 4 years. The booking parent or guardian is responsible for ensuring all children have their consent forms completed online before arrival (at least 2 days); all forms are sent via email so please check your spam/junk folder.

For adult parties, if you are lucky enough to look under 21 years we will not serve any alcohol without photo identification. The organiser is responsible for ensuring that all participants have their consent forms completed online before arrival (at least 2 days); all forms are sent via email so please check your spam/junk folder.

When booking a pamper party 100% of the fee is due at time of booking or we do offer credit terms. 50% is non-refundable but it can be transferred to another date ONCE and only if you provide us with 72hrs notice (3 days). You must book for a new date (within 3 months of the original booking date) at the time of change. If a new date is not agreed, then you will need to make a new booking and lose 50% of the fee.

If you cancel without giving 72hrs notice or fail to show, then you will need to make a new booking & 100% of the fee paid will be lost. We understand there may be unforeseen circumstances such as illness however last-minute appointment cancellations result in a loss of income and these terms are in place to protect that and you are agreeing to these terms when making your booking with us.

If there are any changes to your booking with less than 72hrs notice, then you are still required to pay for the full cost of the booking; the cost will not be reduced due to non-attendance.

**Credit Terms:** 20% of the total price is payable at time of booking, this is a non-refundable/changeable deposit. The remaining value is due 6 weeks before the event. There is a credit charge of 10% of the total price added to the final amount due.

***To pay for the booking a payment link will be sent to your email address, if this remains unpaid for 96hrs (4 days) your booking will automatically be cancelled.***

### **Treatments:**

All treatments are required to pay 50% booking fee, of the cost at the time of booking, this is non-refundable but is transferable to another date once and only if you provide us with 48hrs notice. A new booking must be within 2 months of the original booking date. If a new date is not agreed, then you will need to make a new booking and lose your booking fee.

No show or cancellations with less than 24hrs notice- payment is due in full.