

Terms & Conditions

To ensure your booking with Zebadee Kidz Parties runs as smoothly as possible please read through the terms and conditions below.

Confirmation of Booking

Your booking is only confirmed once we receive your 50% non-refundable deposit. The remaining balance is then due 7 days before hand via the online payment link or you can pay cash on the day. Failure to pay your deposit will result in the cancellation of your party.

Cancellation and Rescheduling

Should you need to cancel your party, we are unable to refund your deposit. If you are no longer able to hold your event on the booked date, we will do our best to reschedule your party to an alternative date. Parties cancelled with less than 7 days notice will still be liable to pay the full amount.

Should Zebadee need to cancel your booking due to unforeseen circumstances you will receive a full refund.

If you need to cancel or reschedule your party and you are calling out of office hours please **text** our emergency number 07984096576 and a member of the team will get back to you as soon as possible. Alternatively please call the numbers outlined below.

Office Hours and important numbers

Office hours Monday-Thursday 10-6 Saturday 10-1 Closed Fridays and Sundays

Head office Debbie 07999604838 Zoe 07984096576

Tonbridge Ellen 07773066645

Dartford Paige 07966792767

Party Numbers

There is a limit of 20 children to one entertainer and 40 children to two entertainers to ensure the party is manageable and provides the best experience all round. Zebadee have the right to stop entertaining if numbers are higher than this without prior notice.

Travel and Parking

All party prices include travel expenses for a 10 mile radius from Head Office: BR2 8EW, Dartford: DA6 7NU, Tonbridge: TN14 5DZ with the exception of Kent Country Parks. If your venue is further, there will be an extra charge which will be negotiated before hand. Please note the entertainers will need to park as close to the venue as possible. Any parking charges will need to be paid by the person booking the party not the entertainers. If we

encounter any travel issues on the way to the party we will notify the main party contact straight away.

Entertainers Details

We will not give you the contact details of our entertainers at any point. Any discussion regarding your party needs to be done via the Zebadee office. Please be rest assured that your party host will have the main party contact details so if they need to contact you on the day of the party for any reason they can do. They will also talk you though the party format when they arrive at the event. If you request a particular entertainer, we will do our best to facilitate this where possible but please be aware last minute changes sometimes occur due to illness etc.

Health and Safety

We care about the safety of your children and guests - there must be a responsible parent or adult present at all times to monitor and oversee all children. Our priority is entertaining your guests. Zebadee Kidz Parties are not responsible for any injury or accident that may occur during your event.

Our staff have the right to work in a suitable and safe environment for hosting a party. This includes needing adequate space without obstacles and in a suitable area for the nature of the event. Any space that is deemed unsuitable by the entertainers or management may result in the party being stopped or limited activities taking place. There will be no compensation in this instance. As a general rule of thumb party guests will need 1 meter squared of space each plus the same for each entertainer booked as a minimum.

Food Allergies

We give out sweets during our parties. Please notify us prior to your event if anyone has a food allergy we should be aware of.

Pictures and videos

Our entertainers will take photographs and videos from time to time for publicity purposes. Please let us know if you would prefer us not to do this.

Mailing List

When booking a party with Zebadee you are automatically added to our mailing list. Please let us know if you would prefer to opt out.

Characters

We are in no way associated with any company, brand or licensed character nor do we claim to be. It is not our intention to violate any copyright law.

Rebooking

We hope that you thoroughly enjoy your experience with Zebadee Kidz Parties. If you wish to re book after the event this must be done directly through the Zebadee office not the entertainer/s who hosted your event.

Complaints Procedure

In the unlikely event you would like to complain about any aspect of your experience with Zebadee please email info@zebadee.com and ask for a copy of our complaints procedure. We are always looking for ways to improve so please send us any feedback or suggestions after your event to info@zebadee.com