



TERMS AND CONDITIONS

The hirer agrees, by booking a party via email, phone, any form of social media, booking form, or by any other means, that they accept the Terms and Conditions.

1. HIRE CHARGES

- 1.1 Provisional bookings will be held for 48 hours before the deposit is due. If a deposit is not paid during that time the date will be made available again.
- 1.2. Bookings of either the Standard or Sibling package are confirmed once a deposit of £75 has been received.
- 1.3. The deposit will be deducted from the final balance and the remaining balance is due 14 days before the party date along with a security deposit of £75. At this time numbers, theme and any extras will be confirmed. After this time changes cannot be made.
- 1.4. The security deposit will be refunded back to the account details provided at the time of booking within 48 hours after the event following inspection of equipment and accessories.
- 1.5. (a) The Standard sleepover package includes free delivery (within a 10-mile radius of Knaphill High Street), assembly, styling and collection of equipment the following day. Delivery outside of this radius will be charged at 85 pence per mile. London congestion charge and off-street parking fees will also be charged if incurred.

(b) The Sibling sleepover package includes free delivery (within a 10 -mile radius of Knaphill High Street) and collection of equipment the following day. Assembly and styling of the equipment is the responsibility of the hirer. Delivery outside of this radius will be charged at 85 pence per mile. London congestion charge and off- street parking fees will also be charged if incurred.
- 1.6. The hire period is 1 night however extra nights can be arranged with prior agreement with Teepee N Sleeppez.
- 1.7. The equipment must not be used outdoors.
- 1.8. We do everything possible to ensure set up and collect is at the agreed time however delays may occur due to severe traffic problems, road closures or accidents.
- 1.9. All prices are subject to change however prices quoted at time of booking will be honoured.

2. CANCELLATION POLICY

- 2.1. Bookings can be changed up to 14 days before the original date and must be mutual between the customer and Teepee N Sleeppez. This is subject to availability of dates and themes already booked.
- 2.2. Bookings cancelled before 14 days of the party date will result in loss of the deposit.
- 2.3. Bookings cancelled within 14 days of the party will result in the loss of the deposit and Teepee N Sleeppez will have the right to charge the hirer 50 % of the total package price.

3. SET UP AND SPACE

- 3.1. The hirer must be present at the agreed time for set up and pack up of the equipment.
- 3.2. The hirer is responsible for ensuring adequate indoor space. The space required per teepee and mattress is approximately 120cm x 185cm minimum and the breakfast trays are an additional 56cm x 36cm wide. These can either go at the foot of the bed or on the bed itself if space is limited. The space required is to ensure safety of the children moving in and around the area.
- 3.3. Teepee N Sleeppez will not refund in full or in part the monies paid in the event that adequate space is not available to set up the equipment.
- 3.4. The hirer must ensure that the area be free of furniture prior to our arrival and is clean (dirt and dust free) and is ready for the party to be set up and styled. Teepee N Sleeppez are not responsible for the removal of furniture to enable the party to be set up. Any delay in the start time because of this may result in a waiting fee being charged.
- 3.5. The hirer is responsible for all equipment while in their care.

4. DAMAGE TO EQUIPMENT

- 4.1. Any damage to the equipment will result in loss of the security deposit either in part or full. This includes stains to teepee's, bedding, blankets and cushions.
- 4.2. If the cost to replace the damaged or missing items exceeds the value of the security deposit an additional invoice will be issued for immediate payment.
- 4.3. To avoid accidents, we ask that food and drink are not to be consumed inside the teepee's and any nail varnish that may have been applied is completely dry. If children are wearing any sort of makeup, we would ask that this be removed before getting into bed.
- 4.4. Smoking is strictly prohibited in and around the teepee's and equipment as this creates a fire hazard and to prevent smoke odour on the equipment. If found then the equipment will all need to be professionally cleaned and will result in loss of security deposit.
- 4.5. We kindly ask that pets be kept well away from the equipment at all times

5. SAFETY OF CHILDREN

- 5.1. It is the responsibility of the hirer to ensure that children are properly supervised at all times during the party. The hirer is responsible for the care and safety of all children at the party.
- 5.2. Teepee N Sleepers are not responsible for the care and safety of the children and cannot be held responsible for any injury caused to a child during the party.
- 5.3. Teepee N Sleepers accept no responsibility to damage to the hirers home or possessions while hosting a party.
- 5.4. It is the hirers responsibility to inform guests accordingly to these Terms and Conditions.
- 5.5. Teepee N Sleepers have suitable public liability insurance and safety is of the utmost importance to us.

6. ALLERGIES

- 6.1. Please advise us in advance if a child has an allergy to bedding or a particular washing powder so we can discuss options with you.
- 6.2. Teepee N Sleepers cannot be held responsible for any allergic reactions to either food (eaten during the party) or bedding.
- 6.3. We use quality products and follow strict hygiene routines.

7. COVID -19

- 7.1. If the Government enforces full lockdown across the country and gatherings of mixed households are not permitted under any circumstances then Teepee N Sleepers will offer to rearrange the booking to a later date or offer an alternative package (Sibling Sleepover).
- 7.2. If an alternative isn't suitable to the hirer then it is down to the discretion of Teepee N Sleepers to offer a full refund to the hirer.