

# **FRIENDLY FACES**

## **BOOKING TERMS & CONDITIONS**

1. Bookings are not confirmed until you have a written response from ourselves via email that the booking has been confirmed by us
2. Once a booking is made, the following cancellation policy is in place –
  - a. Cancelled more than 2 weeks prior to the event – no charge\*
  - b. Cancelled within 2 weeks of the event – 50% charge
  - c. Cancelled within 1 week – 100% charge

\*Please note that if you cancel an event and we have already purchased the materials for giveaways, crafts or activities you may still be liable for those cost's if we can't return or sell to another client.
3. If for any reason the event time's change from the original booking, please ensure you have written confirmation from us that we have received those changes otherwise we are not responsible for a team not arriving on time & full payment is still due
4. A quotation does not guarantee our availability. At the time of sending a quotation we are available, however having a quote from ourselves does not mean that we will hold staff for you – we operate on a first confirmed basis.
5. All invoices must be paid within 30 days of the event
6. If a Purchase Order Number is required for your invoice, please ensure we receive this before the event as our accounts department will be posting invoices on the Monday after your event.