



# Customer Agreement

## Health and Safety

All children must be accompanied by an adult who is responsible for their care. The role of Rainbow Wishes Foundation is to entertain. We cannot take responsibility for the care and supervision of children and under no circumstances should any child be alone with a member of Rainbow Wishes Foundation.

Accompanying adults must be responsible for the safety and behaviour of all children in their care. In the unlikely event that a child continuously misbehaves, their accompanying adult will be asked to remove them from the action.

Our entertainers/assistants/volunteers expect to work in a safe environment. They have the right to end their entertainment and leave if they feel threatened or unsafe.

Pets – whilst we would love to meet your furry friends, we must look after our precious gowns. Please keep any pets in a separate room or under restraint. Our performers have the right to cancel their entertainment if there is a loose animal in the room/area.

In the interest of safety, games and activities may be adapted according to the number of participants and space available.

You are very welcome to take photos during our entertainment but please be mindful of sharing photos of other children on social media.

**COVID-19** – Our staff follow strict hygiene and social distancing measures, as set by the government, to reduce the spread of COVID-19 and keep our families and communities safe. Please support this by doing the following things:

- Notify us if any of your household displays any COVID-19 symptoms (please see [nhs.uk](https://www.nhs.uk) or [gov.uk](https://www.gov.uk) for up to date list.)
- Adhere to current government guidelines regarding group numbers.
- Wash yours and your children's hands prior to our visit or use sanitizer.
- Maintain a social distance of at least 2 metres.
- Follow Catch it, Bin it, Kill it for any coughs/sneezes.
- Keep background noise to a minimum.
- Discourage shouting.

Rainbow Wishes Foundation have the right to terminate their entertainment, without refunds, if safety rules are not respected.

## Entertainment

We are committed to providing experiences that are magical, engaging, enjoyable and safe.

Games and activities may be adapted, on the day, in response to children's engagement and enjoyment.

Please keep at least 2 metres social distance.

Photo opportunities will be provided and can be staged in a way to look less distanced.

Music may be provided in some instances, at a low volume. Our performers might sing as part of their storytelling/activities but will not deliver full singing performances at the moment.

Shouting and singing loudly is not allowed but dancing, playing and smiling is very much encouraged.

## Costumed Characters

Our characters are not officially licenced and are from the public domain. Please refrain from using any copyrighted names when promoting our characters or sharing on social media.

We regret that we do not work alongside costumed characters provided by other companies or friends/family (except those we have already formed a working relationship with.) We have made this decision based on the importance we place on providing authentic, believable characters to bring children's dreams to life. As a team of professional performers we work extremely hard to develop our own characters as well as the chemistry between them.

During the uncertain times of the COVID-19 pandemic, we cannot always guarantee your first choice of character (due to things like illness/isolation and not sharing costumes.) If we are unable to provide the character you have booked, we will do our very best to arrange a suitable alternative and will notify you of this prior to your visit.

## Booking

Private Events – Your booking is complete when you submit your finalisation form and deposit payment through the link in your confirmation email (deposits are transferrable to an alternative service if your original plans cannot go ahead.)

Corporate Events – Your booking is confirmed once we receive your finalisation form and agree terms of payment (e.g. purchase order.)

## Payment

Private Events – Final balance must be settled 7 days before your event, paid by bank transfer or PayPal (unless booking is made within this time, in which case payment is required at the time of booking.)

Corporate Events – Payments must be made according to the terms agreed at the time of booking.

Travel expenses will be charged for journeys outside of the Carlisle area. This will be included in your quote.

## Cancellation

During the unprecedented COVID-19 pandemic we aim to be as flexible as possible regarding cancellation and rearrangement of services.

Deposits are kept as low as possible and are transferrable to an alternative service if your original plans cannot go ahead.

Final payments are due 7 days before your event and are non-refundable, if you choose to cancel, but can be transferred to a future/alternative booking.

If Rainbow Wishes Foundation must cancel the booking, a full refund will be given. Cancellation by Rainbow Wishes Foundation will always be a last resort.

## Data Protection

In compliance with GDPR and DPA 2018, your personal details will be held in a secure database and will only be shared within Rainbow Wishes Foundation on a 'need to know' basis. We will not share personal information with any third party. All personal details will be deleted on completion of our services to you unless you choose to remain on our mailing list.

\*COVID-19 edit: your name, phone number and visit date/time will be held for 21 days and may be used to support the NHS Test and Trace if requested. This information will only be used where necessary to help stop the spread of COVID-19. If you do not want your details shared for this purpose, you can choose to opt out. Further information can be found at <https://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace>.