

Story Craft Theatre online parties Terms and Conditions

Below are the terms and conditions for attending one of Story Craft Theatre's parties.

[We: Story Craft Theatre – Janet Bruce and Cassie Vallance]

- We require a contact email address and telephone number from the client.
- When an enquiry is made for a party we will reserve the date and time until a confirmation has been agreed. If any additional enquiry is made for the same date and time from a third party we will inform the client and require a confirmation within 48 hours.
- When the party has been confirmed we will send through payment details. We require a non-refundable deposit of 50% of the full fee to be paid within 7 days of the confirmation email being sent. Any delay with this payment may mean that we release the held date.
- The remaining fee will need to be paid within 7 days of the party. For example, if the party is on Saturday we will need the remaining cost paid by the Saturday before.
- We also require (where possible) names/names of all children who are attending prior to the event.
- If we are part of a larger event, we still require attendee contact information to be shared with us from the main organiser. Any contact information provided to Story Craft Theatre will not be made available to any third party without express permission from attendees.
- Each session has a unique ID number and password provided via email after confirmation of payment. This is not to be shared with any additional parties unless previously confirmed with Story Craft Theatre.
- We keep our sessions small to allow us to interact with each of our guests. We are also able to view all of our guests online at one time. If anyone joins who is not a paying customer or invited by Story Craft Theatre we reserve the right to remove them from the site.
- If we discover anyone has passed on Login information to an additional party without permission we will also remove them from any sessions they have booked for (without refund) and ban them from any future events.
- We reserve the right to remove anyone from one of our online sessions (child and/or adult), if we feel their behaviour is not appropriate. This includes continual disruption, bad language, inappropriate body language, bullying.
- We require a responsible adult present for each child/children attending our online sessions. This means at least one adult for every screen logged into the session.
- We do not record the sessions. We also require that no participants record the sessions.
- We ask that participants refrain from taking pictures of the session where other participants (other than the one they are with) may be identified in the pictures.
- If the client is unable to attend their online event for any reason we will make every effort to rearrange to a different time. If this is not possible, we are unable to make any refund of payment.
- In the unlikely event that we (Story Craft Theatre) have to make a cancellation of any sessions for any reason, a full refund will be provided.