



Before booking, please read through our terms and conditions carefully.  
By proceeding with a booking, the client accepts the terms and conditions.

# **TERMS AND CONDITIONS**

---

## **Section 1: Bookings and Payment**

- ✦ Clients must be aged 18 or over to complete a booking.
- ✦ The client will enquire with 'The Lowe Ranger' via email, social media, or through the website's 'contact us' function, and will receive package information and a confirmation email regarding availability before a booking is made.
- ✦ Availability confirmation emails in response to enquiries are valid for 48 hours from the time sent. The client will need to fulfil their booking within this time to guarantee their chosen date and time. The client understands that failure to do so may result in unavailability of their chosen date and time.
- ✦ The client will receive a booking confirmation email and contract specifying the agreed time, date, party package, party extras, payment details and deadlines.
- ✦ All bookings require a 15% deposit payable at the time of booking to secure the date and time. Payments can be made via PayPal or bank transfer. The client understands that failure to do so will result in party cancellation.
- ✦ The full balance is to be paid 14 days in advance of the confirmed party date. Payments can be made via PayPal or bank transfer. Payment details and deadlines will be communicated within the contract. The client understands that failure to do so will result in party cancellation.
- ✦ Optional extras can be added to the booking at the time of booking or anytime up to 14 days prior to the party date when the full party balance is due.
- ✦ The confirmed number of party participants should be confirmed 14 days prior to the party date. The number of attendees cannot exceed the limit specified in the chosen party package (either maximum 10, maximum 20 or maximum 30- not including parents, carers, guardians, babies in arms).
- ✦ A 7-day cooling-off period will apply as a good will gesture, commencing on the day of the booking confirmation. If a booking is cancelled during this time, the 15% deposit will be refunded.
- ✦ After the 7-day cooling off period, deposits are non-refundable and non-transferable.
- ✦ The client understands that travel outside the parameters of a 25-mile radius from 'The Lowe Ranger' headquarters will incur additional travel expenses (time, fuel and vehicle maintenance). The exact charges will be outlined at the enquiry stage.

@theloweranger





## Section 2: Cancellation

- ✦ After the initial 7-day cooling off period (from the time of booking), deposits are non-refundable and non-transferable.
- ✦ If, due to unforeseen circumstances- such as ill health or injury- the client needs to alter their party date, the client may postpone a booked party for up to 8 weeks of the original booking date. Available dates will be offered; dates may include mid-week slots. If a new date is not agreed within the time frame, the client will be required to pay the full party fee as originally quoted. In exceptional circumstances, some or all of the party fee may be refunded at The Lowe Ranger's discretion.
- ✦ Cancellation of a party must occur at least 14 days prior to the party date. The client understands that failing to inform 'The Lowe Ranger' of a cancellation after this time will result in payment of the full party fee.
- ✦ If, due to unforeseen circumstances, such as ill health or injury, or due to circumstances beyond our control, 'The Lowe Ranger' cannot attend a scheduled event, a full refund will be issued to the client.
- ✦ 'The Lowe Ranger' does not offer any form of compensation for party cancellations.

## Section 3: Venue and Performance Requirements

- ✦ The Lowe Ranger will travel to the specified venue to deliver the agreed party service. Party elements, such as games and dances, may be adapted to suit the space available.
- ✦ Venues must have parking available with direct access to the venue from the parking facility (maximum 5-minute walk). If parking isn't available within a 5-minute walk of the venue, and The Lowe Ranger is unaware of such parking conditions in advance, there may be a considerable delay in set up and performance start times. In the event of a delayed start, performances will still conclude at the original time stated.
- ✦ Any parking costs, clean air zone charges or congestion charges will be covered by the client where applicable. These costings will be added to the initial booking and form part of the final balance to be paid 14 days in advance of the party date.
- ✦ The Lowe Ranger will require time to set up in preparation for the party or event and require time to set down and vacate the premises. For the anchor or standard package, 15 minutes minimum is required before the scheduled party start time (set up) and after the party end time (set down). For the premium package, 40 minutes minimum is required before the scheduled party start time (set up) and after the party end time (set down). These timings need to be taken into consideration when booking a venue.
- ✦ The Lowe Ranger will require access to mains electricity for party packages
- ✦ The Lowe Ranger will require a space to house any dinosaurs when not in use

@theloweranger





- ✦ The dinosaurs are fine-weather performers! If the party/event space is outdoors, such as a garden party, and bad weather (rain, hail snow etc.) sets in, a sheltered area (such as a gazebo) or alternative performance space is required. Failure to provide a sheltered space will result in the dinosaurs not being available to perform.
- ✦ An optional questionnaire will be provided to outline key details such as birthday child, age, likes and dislikes in addition to reasonable requests.

#### **Section 4: Supervision**

- ✦ A minimum of two adults must be present at all times throughout the duration of the entertainment
- ✦ The client understands that the adults present are responsible for the safety and well-being of the children and not The Lowe Ranger.
- ✦ The Lowe Ranger accepts no responsibility for incidents that may occur during the event, including any injury as a result of participating in party games or activities.
- ✦ Where there is risk of damage or harm to the dinosaurs, due to inappropriate behaviour such as hitting, kicking or tugging, The Lowe Ranger will remove this element of the party.

#### **Section 5: Competitions/Promotion**

- ✦ If a party/meet and greet is offered as a result of winning a competition via social media, the winner will be required to claim their prize by booking the party/meet and greet within the time frame outlined in the competition. If the prize party/meet and greet is not booked within the time specified, the winner will forfeit their prize.
- ✦ Accepting a prize party or meet and greet means agreeing to photos and possible video footage for promotional material.
- ✦ All terms and conditions apply to prize parties/meet and greets except those that clarify payment.

#### **Section 6: Other**

- ✦ If booking the premium party package (Raptor package), The Lowe Ranger will stop halfway through the party to allow the children a 20-minute food break and to sing Happy Birthday to the birthday child. If you require more or less time for eating, or if you are feeding the children after the party, please let The Lowe Ranger know.
- ✦ Food breaks are not offered with the anchor or standard packages unless requested. Any time allowed for this is included within the overall allotted party time.

**@theloweranger**





- ✦ In all packages, the birthday child will be offered the opportunity to participate as a junior ranger. They may join in with dinosaur 'training' and have the opportunity for more hands-on interaction with the dinosaurs. Children respond differently to the dinosaurs; no child will be forced to participate if they are unwilling. If the birthday child does not wish to participate, additional opportunities may be offered to other party attendees.
- ✦ The Lowe Ranger will do their best to adapt and tailor parties to specific requirements where requests are reasonable. Any specific requests should be made at the booking stage or via the optional questionnaire. Reasonable request requirements could include, but are not limited to:
  - specific song/music choices;
  - preferred party games/dances;
  - specific photo opportunities;
  - involvement of birthday child
- ✦ Bespoke parties, where party elements are different to those outlined in the package options, such as featuring an additional dinosaur, or performing for a set time, can be discussed. Bespoke parties will be quoted for on an individual basis.

## **Section 7: The Lowe Ranger Additional Details**

### **Gillian Lowe- Head Ranger**

- ✦ DBS checked
- ✦ Public Liability Insurance
- ✦ Degree Bachelor of Science (Honours) in Key Stage 2/3 Education with QTS (first-class honours)
- ✦ 13 years primary teaching experience

### **Additional Rangers**

- ✦ Independent contractors
- ✦ DBS checked
- ✦ Public Liability Insurance

**@theloweranger**

