# TERMS & CONDITIONS

## UPDATED SEPTEMBER 2026

These Terms and Conditions apply to bookings made with Magic Robbie Entertainer, referred to throughout these terms as “Magic Robbie Entertainer”, “we”, “us” or “our”.
The person making the booking is referred to as the “Client”, “you” or “your”.

By confirming a booking, paying a booking deposit, accepting a quotation or otherwise instructing Magic Robbie Entertainer to provide services, the Client confirms that they have read, understood and agreed to these Terms and Conditions.

The version of these Terms and Conditions supplied or published at the time the booking is confirmed will normally form part of that booking agreement. Updated terms may be published from time to time and will apply to future bookings unless a change is expressly agreed with an existing Client. The latest version can be viewed at: www.magicrobbieentertainer.co.uk

**1. BOOKINGS AND CONTRACT FORMATION**

A booking is not confirmed until Magic Robbie Entertainer has accepted the booking and any required booking deposit has been received.

The booking confirmation, quotation, invoice and these Terms and Conditions together form the agreement between Magic Robbie Entertainer and the Client.

The Client is responsible for ensuring that all booking information supplied is accurate, including the venue address, event date, performance time, access arrangements, contact information and any special requirements.

Any significant change to these details must be communicated to Magic Robbie Entertainer as soon as reasonably possible.

**2. BOOKING DEPOSITS**

Unless otherwise stated at the time of booking, a booking deposit of £50 is required.

Magic Robbie Entertainer may specify a different deposit amount depending upon the service, event or booking.

The deposit forms part of the total booking fee and is therefore deducted from the final balance.

For example, where a booking costs £179 and a £50 deposit has been paid, the remaining balance will be £129.

A booking deposit secures the agreed date and time and is normally non-refundable except where these Terms specifically state otherwise.

**3. LAUGHTER CARE SHOW BOOKINGS**

The Laughter Care Show is normally exempt from the standard booking deposit requirement.

Where no deposit is required, the full show fee will be invoiced and must be paid no later than 24 hours before the scheduled commencement of the performance, unless otherwise agreed in writing.

**4. PAYMENT OF THE BALANCE**

Unless otherwise agreed in writing, the full outstanding booking balance must be received no later than 24 hours before the scheduled commencement of the show, hire or service.

The Client should not assume that payment can be made after the event unless this has been expressly agreed beforehand.

Failure to make payment when due may result in the booking being suspended or cancelled.

**5. LATE PAYMENTS**

Where an invoice remains unpaid after its stated due date, Magic Robbie Entertainer reserves the right to apply a £50 late-payment charge.

A further £50 charge may be added for each additional period of three days during which the balance remains unpaid, where reasonably incurred in pursuing the outstanding payment and permitted by law.

If an invoice remains unpaid for three weeks, Magic Robbie Entertainer may begin appropriate debt-recovery or legal proceedings.

Where legally recoverable, Magic Robbie Entertainer may also seek reasonable court fees, debt-recovery expenses and legal costs arising from the Client's failure to pay.

**6. DISCOUNTS, OFFERS AND REWARDS**

Any discount, reward, promotional rate or special offer is discretionary unless expressly incorporated into the booking agreement.

Magic Robbie Entertainer may withdraw a discretionary discount or reward where the Client has materially breached the conditions upon which it was offered.
This may include serious breaches of the Respectful Conduct and Zero Tolerance provisions contained within these Terms.
Where such a breach occurs during or shortly following an event, Magic Robbie Entertainer reserves the right to review any discretionary discount for up to 28 days following the event and, where appropriate and lawful, issue an amended invoice reflecting the standard booking price.
This provision is not intended to penalise a Client for raising a genuine complaint.

**7. CANCELLATION WITH AT LEAST 7 DAYS' NOTICE**

Where the Client cancels a booking at least seven days before the scheduled event, the booking deposit will normally remain non-refundable.
Any further sums paid will be dealt with in accordance with the circumstances of the booking and these Terms.
Where Magic Robbie Entertainer cancels the booking and cannot provide the contracted service or a mutually acceptable alternative, payments relating to the service that cannot be provided will normally be refunded.

**8. CANCELLATION WITH LESS THAN 7 DAYS' NOTICE**

Where the Client cancels less than seven days before the scheduled event, the full agreed booking price remains payable.
Any deposit or other payment already made will be credited towards that total.
The Client will not normally be entitled to reschedule the booking under these circumstances.
Magic Robbie Entertainer may, entirely at its discretion, offer a credit note or alternative arrangement.

Any such goodwill arrangement does not create an obligation to offer the same concession on another occasion.
Where the balance remains unpaid following a late cancellation, Magic Robbie Entertainer reserves the right to pursue the outstanding debt and any lawful associated recovery costs.

**9. RESCHEDULING**

A Client may request to move a booking to a different date.
Where Magic Robbie Entertainer agrees to the change, the Client may normally make one rescheduling request while retaining the original booking deposit.
An administration charge of £10 may apply.
All changes remain subject to availability.
If the Client subsequently requests a second date change, this will normally be treated as a new booking and a new booking deposit will be required.
A request to reschedule with less than seven days' notice may be treated as a late cancellation under Section 8.

**10. REFUNDS**

Refunds may be considered where a service does not proceed because of a fault directly attributable to Magic Robbie Entertainer.
Refunds may apply to services including entertainment performances, party packages and equipment or photo booth hire.
A refund will not normally be due where a booking cannot proceed because of circumstances attributable to the Client,

including:
failure to comply with these Terms;
failure to provide reasonable cooperation;
failure to provide suitable premises, access, power, parking or permissions;
unsafe conditions;
Client cancellation;
serious delay caused by the Client or guests; or
another material failure by the Client to provide the conditions reasonably required to deliver the booking.
Refunds will also not normally be due where performance becomes impossible because of circumstances outside Magic Robbie Entertainer's reasonable control, subject always to the Client's statutory rights.

**11. REQUESTING A REFUND**

Where a refund is requested, the Client may be asked to complete the Request a Refund form available through the Magic Robbie Entertainer website or provide the equivalent information by another agreed method.
The Client may be required to supply appropriate information or evidence relevant to the request.
Magic Robbie Entertainer may contact the Client to obtain further information before reaching a decision.

**12. REFUND PROCESSING**

Where Magic Robbie Entertainer determines that a refund is due, the refund will normally be processed within 28 days of that decision.
Where reasonably possible, refunds will be returned using the original method of payment.
Where a bank transfer is required, the Client must supply accurate account details.

The name supplied should correspond with the relevant account holder.
Nothing in these Terms affects any statutory refund or consumer rights which cannot legally be excluded.

**13. FORCE MAJEURE AND EVENTS BEYOND OUR CONTROL**

Magic Robbie Entertainer will not be responsible for failure or delay caused by circumstances outside its reasonable control.
Examples may include severe weather, natural disasters, major transport disruption, accidents, road closures, illness, epidemics or public-health restrictions, strikes, governmental restrictions, venue closures, power failures or other exceptional events.
Where possible, reasonable efforts will be made to find an alternative solution.

**14. PERFORMER ILLNESS OR EMERGENCY**

If Robbie is unable to perform because of sudden illness, injury, emergency or another serious circumstance beyond reasonable control, Magic Robbie Entertainer will make reasonable efforts to notify the Client promptly.
Where appropriate and where a suitable person is available, Magic Robbie Entertainer may offer an alternative professional entertainer.
The Client will not be required to accept a substitute where doing so would materially change the service booked.
Where the contracted service cannot be provided and no suitable alternative is agreed, any appropriate refund will be handled in accordance with these Terms.

**15. PERFORMANCE AREA**

The Client must provide a performance space of sufficient size for the service booked.

The area must be safe, reasonably level, clear of unnecessary obstacles and suitable for the equipment and performance taking place.

If the Client is uncertain whether a venue or room is suitable, this should be discussed with Magic Robbie Entertainer before the event.

Magic Robbie Entertainer may adapt the performance where the available space is smaller or otherwise materially different from that described when booking.

**16. ADULT SUPERVISION AND RESPONSIBILITY FOR CHILDREN**

Magic Robbie Entertainer provides entertainment and not childcare.

A responsible adult appointed by the Client must remain present and available throughout any children's event.

Responsibility for the general supervision, welfare, behaviour and safeguarding of children attending the event remains with their parent, guardian, venue staff or the Client.

The entertainer may invite children to participate in games, routines, demonstrations or other activities but does not assume parental or childcare responsibility for them.

Where behaviour becomes unsafe or prevents the entertainment from continuing, Magic Robbie Entertainer may pause the performance until responsible adults restore appropriate supervision.

**17. NUMBER OF GUESTS**

The Client must provide reasonably accurate information regarding expected attendance where requested.

Where attendance substantially exceeds the number stated when the booking was made, Magic Robbie Entertainer may need to modify elements of the service for safety, practical or performance reasons.

Where a package has a stated capacity or per-child element, additional charges may apply where the agreed number of participants is exceeded.

**18. PARKING AND VEHICLE ACCESS**

The Client must provide suitable parking for one long-wheelbase vehicle within close proximity to the performance area.

The vehicle should, wherever reasonably possible:

be visible from the venue;

be within approximately one minute's walking distance of the performance space; and

allow safe and practical loading and unloading of equipment.

Ordinary on-road parking or distant public car parks may be unsuitable.

The vehicle is used for the storage of professional equipment, props and, where applicable, the live rabbit during parts of the event.

For this reason, suitable nearby parking forms an important part of the booking requirements.

**19. PARKING CHARGES AND PENALTY NOTICES**

Where legitimate parking charges are necessary in order to provide the service, those charges may be passed to the Client unless they were included within the original quotation.

Where Magic Robbie Entertainer incurs a parking penalty or charge because the Client or venue supplied incorrect parking instructions, failed to provide agreed parking or instructed the performer to use a location which results in such a charge, the Client may be responsible for that cost.
A Client will not be made responsible for a penalty resulting solely from unlawful or unreasonable parking decisions made independently by Magic Robbie Entertainer.
Any amount legitimately due under this section will normally be invoiced and must be paid within seven working days.

**20. CHANGING AREA**

The Client must provide a suitable private changing area where Robbie can prepare and change before and after the performance where required.
It should be reasonably secure and suitable for leaving clothing and personal items during the performance.
Toilets are not considered an acceptable changing area.

**21. SET-UP AND PACK-DOWN**

Magic Robbie Entertainer normally requires a minimum of 30 minutes before the scheduled performance time to unload, set up equipment and prepare.
The Client must ensure access to the venue is available during this period.
A clear and unobstructed route must be provided between the vehicle and the performance area.
Sufficient time must also be allowed following the performance for equipment to be safely packed away and removed.

**22. STAIRS, LIFTS AND UPPER FLOORS**

Magic Robbie Entertainer uses professional equipment, some of which is expensive, bulky and heavy.

The Client must give at least seven days' notice where the performance space is on a floor above or below ground level and is not accessible by a suitable lift.

This allows Magic Robbie Entertainer to make appropriate arrangements, which may include using alternative equipment or arranging additional assistance.

Failure to provide this information may mean some equipment cannot safely be taken to the performance area.

**23. ROAD CROSSING AND LOADING SAFETY**

The route between the agreed parking location and the performance space must permit equipment to be moved safely.

The performer and accompanying staff must not be expected to repeatedly carry heavy or valuable equipment across busy or unsafe roads.

Where access requires a road crossing which creates an unacceptable safety risk or is incompatible with Magic Robbie Entertainer's risk assessment or insurance requirements, an alternative loading arrangement must be provided.

Where no safe alternative can reasonably be arranged, Magic Robbie Entertainer reserves the right not to perform.

Where this arises because the venue or access arrangements materially differ from those supplied by the Client when booking, the Client will not normally be entitled to a refund.

**24. PERFORMANCE START TIMES**

The Client must ensure that the performance is able to begin at the agreed time.

A grace period of approximately 10 minutes may be allowed.

Where the event starts more than ten minutes late because of circumstances within the Client's control, including late guests, food overrunning, the room not being ready or another activity continuing, Magic Robbie Entertainer may shorten the performance so that it finishes at the originally agreed time.

This is particularly important where other bookings are scheduled later that day.

Where the performance is delayed by 30 minutes or more because of the Client or venue, Magic Robbie Entertainer may cancel the performance.

In those circumstances, no refund will normally be payable.

**25. ADDITIONAL OR OVERTIME PERFORMANCE**

The booked performance duration cannot automatically be extended because an event started late.

Where the Client requests additional entertainment beyond the agreed finishing time, Magic Robbie Entertainer may agree to provide additional time where the schedule permits.

Additional fees may apply and should be agreed before the extra time is provided.

**26. BALLOONS AND DISTRACTIONS**

Loose balloons can significantly distract young children during a performance.

Magic Robbie Entertainer therefore requests that balloons and similar loose decorations are secured to walls, tables or another fixed location during the show wherever reasonably possible.

Loose balloons should not be distributed amongst children during the performance.

This requirement exists to help the audience enjoy the entertainment and to avoid unnecessary interruptions.

**27. BOUNCY CASTLES AND INFLATABLES**

Bouncy castles and other inflatables can cause considerable distraction during a children's entertainment show.

They must therefore be switched off during the main performance.

They may be used before the show, after the show or during an agreed food or activity break.

Where a Client or venue refuses to switch off an inflatable and this prevents the performance from being delivered effectively or safely, Magic Robbie Entertainer may pause or modify the entertainment.

**28. ELECTRICAL SUPPLY**

The Client must provide access to at least one safe and working 13A electrical socket within approximately five metres of the performance area, unless the booking has been specifically agreed as self-powered.

The electrical supply must be suitable for the equipment being used.

Where an adequate electrical supply is unavailable, certain elements may be removed from the performance, including sound, lighting or photo booth equipment.

This will not normally create an entitlement to a refund where electrical access was a stated booking requirement.

**29. EQUIPMENT SAFETY**

Only Magic Robbie Entertainer staff or persons specifically authorised by them may move, operate, unplug, adjust or interfere with professional performance equipment.

Guests and children must not climb on, play with or interfere with speakers, lighting equipment, cables, props, staging or other technical equipment.

The Client must assist in preventing such interference.

**30. DAMAGE TO EQUIPMENT OR PROPERTY**

The Client may be liable for damage deliberately or negligently caused to equipment or property belonging to Magic Robbie Entertainer by the Client or their guests.

Reasonable repair or replacement costs may be invoiced.

Any amount due must be paid within the payment period specified on the invoice.

Normal wear and tear is excluded.

**31. VENUE PERMISSIONS AND LICENCES**

The Client is responsible for ensuring that the venue permits the entertainment and equipment booked.

This includes obtaining any venue permission reasonably required for amplified sound, lighting, live animals, photography, access, parking or other booked activities.

Where a service cannot be provided because the Client or venue has failed to obtain a necessary permission that should reasonably have been arranged in advance, no refund will normally be due for the affected service.

**32. OUTDOOR EVENTS**

Where an event is planned outdoors, the Client must provide a safe and suitable covered alternative area capable of accommodating the entertainment in case of rain, strong wind, excessive heat, unsafe ground conuditions or other unsuitable weather.

Magic Robbie Entertainer will not be required to perform in unsafe, wet or exposed conditions.

Electrical equipment will not be operated where doing so would create an unreasonable risk.

Where no suitable alternative has been provided, the booking may have to be cancelled or modified without refund.

**33. LIVE ANIMALS**

Magic Robbie Entertainer may include a live rabbit as part of certain entertainment experiences.

The rabbit's appearance is never guaranteed and is entirely dependent upon animal welfare, health, behaviour and environmental conditions.

Where the rabbit cannot safely appear, a replacement entertainment segment may be substituted.

No refund or partial refund will be due solely because the rabbit is unable to appear.

This preserves the original animal-welfare provisions of your document, including the 21°C threshold, supervision and no-handling requirements.

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**34. TEMPERATURE RESTRICTIONS FOR THE RABBIT**

Under Magic Robbie Entertainer's animal welfare policy, the rabbit will normally not participate where the relevant indoor or outdoor temperature exceeds 21°C / 70°F.

Other environmental factors may also result in the animal being withdrawn.

Animal welfare will always take priority over performance considerations.

**35. RABBIT WELFARE**

The rabbit's participation is at the sole discretion of the performer.

If the rabbit shows signs of stress, illness, discomfort, fatigue or other welfare concerns, it may be withdrawn immediately and without prior notice.

The Client accepts that the live-animal element of the show may therefore be modified or omitted.

**36. RABBIT MEET AND GREET**

During any authorised interaction with the rabbit, children must remain supervised by a responsible adult.

The rabbit must not be:

picked up without permission;

fed;

chased;

poked;

subjected to excessive noise;

have its fur pulled;

have its tail pulled; or

be handled roughly or excessively.

Magic Robbie Entertainer may immediately end an animal interaction where these rules are not followed.

**37. ANIMAL ALLERGIES AND HYGIENE**

The Client is responsible for informing guests where reasonably appropriate that a live rabbit may be present.

Anyone with a known animal allergy should avoid contact.

Clients should provide access to hand-washing facilities or suitable hand sanitiser following animal contact.

While reasonable care will be taken, interactions with any live animal carry minor inherent risks such as scratches, allergic reactions or distress.

Nothing in this section excludes liability where it would be unlawful to do so.

**38. RABBIT VEHICLE CONDITIONS**

During warm weather or other circumstances where the rabbit is not participating, it may remain in a nearby climate-controlled vehicle.

The vehicle may need to remain running temporarily in order to operate air-conditioning and maintain an appropriate temperature.

The Client acknowledges this requirement when accepting a booking involving the live rabbit.

**39. SHOW CONTENT AND FLEXIBILITY**

Magic Robbie Entertainer reserves the right to adapt, replace, shorten or remove individual routines, effects, songs, games, props or performance elements where reasonably necessary.

This may be required because of audience age, venue limitations, safety, equipment issues, time constraints, animal welfare or the particular circumstances of an event.

A booking is for the overall entertainment service rather than a guarantee that every individual routine seen at another event will appear.

**40. JUDGING CHILDREN'S COMPETITIONS**

Magic Robbie Entertainer does not normally judge competitions involving children, including fancy dress, Halloween costumes, pumpkin carving, craft competitions, decorative competitions, "best dressed" competitions or similar subjective contests.

This policy exists because selecting one child as "better" than another can unnecessarily create disappointment and conflicts with the inclusive atmosphere Magic Robbie Entertainer aims to create.

Robbie is, however, happy to announce or present prizes where another person has selected the winners.
The Client should arrange an alternative judge.
An exception may be made for an official talent show, performance competition or similar skill-based event where Robbie has specifically been booked or invited to act as a judge.

**41. FOOD, SWEETS, PRIZES AND ALLERGIES**

Where sweets, confectionery, prizes or food-related items form part of a package, the Client remains responsible for informing Magic Robbie Entertainer in advance of any relevant allergy, dietary requirement or restriction.
Parents and guardians remain responsible for deciding whether a particular child may receive or consume an item.
Where appropriate, alternative items may be offered, but availability cannot always be guaranteed without advance notice.
Children should not consume sweets or food supplied during the performance without appropriate adult supervision.

**42. RESPECTFUL CONDUCT AND ZERO TOLERANCE**

Magic Robbie Entertainer is committed to providing a safe environment for entertainers, staff, Clients and guests.
Abuse, threatening behaviour, intimidation, harassment, discrimination, physical aggression or serious disruptive behaviour will not be tolerated.
This applies whether the person involved is sober or intoxicated.
Magic Robbie Entertainer reserves the right to immediately pause or terminate a performance or hire where the safety or wellbeing of the performer, staff, guests, animals or equipment is threatened.
Where the event is terminated because of such conduct, no refund will normally be provided.

The entertainer and staff may leave the venue immediately where they consider this necessary for safety.
The Client is expected to take reasonable responsibility for the behaviour of guests attending their event.

**43. INTOXICATED OR DISRUPTIVE GUESTS**

Where an intoxicated or disruptive guest repeatedly interferes with the performance, equipment, entertainer, children or other guests, the Client may be asked to intervene.
Magic Robbie Entertainer is not required to continue performing in circumstances involving aggressive, threatening or dangerously intoxicated behaviour.

**44. COMPLAINTS AND OPPORTUNITY TO RESOLVE CONCERNS**

Magic Robbie Entertainer takes complaints seriously and asks Clients to contact us directly where they are dissatisfied with any aspect of a booking.
Where reasonably possible, complaints should be submitted by email with sufficient detail to allow the matter to be investigated.
Magic Robbie Entertainer will normally aim to acknowledge or respond to an email complaint within 48 hours, although complex matters may require additional time.
Both parties are encouraged to attempt to resolve disputes reasonably and privately before commencing formal proceedings.

**45. REVIEWS, PUBLIC COMMENTS AND DEFAMATORY STATEMENTS**

Nothing in these Terms prevents a Client from expressing an honest opinion or leaving a genuine review.

However, neither party should knowingly publish false statements of fact, malicious allegations, confidential personal information or defamatory material about the other.

Where Magic Robbie Entertainer believes that materially false or unlawful statements have been published, we reserve the right to request their correction or removal and, where appropriate, seek legal advice or pursue remedies available under law.

This section replaces the previous blanket prohibition on negative comments while preserving the original purpose of protecting the business from malicious or defamatory attacks.

**46. PHOTOGRAPHY AND VIDEO AT EVENTS**

Magic Robbie Entertainer may wish to capture photographs or video at events for promotional purposes including social media, websites and marketing.

Where identifiable children are involved, appropriate parent, guardian or organiser permission should be obtained before such material is used publicly.

Clients may tell Magic Robbie Entertainer that photography or filming is not permitted at their event.

Magic Robbie Entertainer will not intentionally publish children's full names or unnecessary identifying information alongside promotional images.

**47. RECORDING THE PERFORMANCE**

Clients and guests are welcome to take reasonable photographs and short personal video clips unless advised otherwise.

However, the complete performance, substantial routines or proprietary show material must not be professionally recorded, livestreamed, commercially distributed, reproduced or uploaded in full without permission.

Magic routines, scripts, performance material, graphics and other original creative content remain the intellectual property of their respective owners.

**48. CLIENT NEGLIGENCE, ACCIDENTS AND DAMAGE**

Magic Robbie Entertainer will take reasonable steps to operate safely.

However, Magic Robbie Entertainer will not be responsible for loss, injury or damage caused by matters outside our reasonable control, including unsafe premises, Client negligence, guests ignoring instructions, unsupervised children or interference with equipment.

Nothing in these Terms excludes or limits liability where doing so would be prohibited by law, including liability arising from negligence where such liability cannot lawfully be excluded.

**49. INFECTIOUS ILLNESS**

Clients should inform Magic Robbie Entertainer where a significant infectious illness outbreak may materially affect the safety of the event.

Where either party reasonably considers that proceeding would create an unacceptable health risk, the parties should discuss rescheduling or another suitable arrangement.

Any financial treatment will depend upon the circumstances and the other provisions of these Terms.

**50. PERSONAL PROPERTY**

Magic Robbie Entertainer is not responsible for guests' coats, bags, gifts, phones, valuables or other personal possessions unless loss or damage is directly caused by negligence for which Magic Robbie Entertainer is legally responsible.

**51. DATA PROTECTION**

Personal information supplied for the purposes of a booking will be used to administer the booking, communicate with the Client, provide the contracted service and maintain reasonable business records.

Information will not be sold to third parties.

Information may be shared where reasonably necessary to provide the service, process payments, comply with law, obtain professional advice or resolve a dispute.

Any separate Privacy Policy published by Magic Robbie Entertainer should be read alongside these Terms.

**52. CHANGES REQUESTED ON THE DAY**

Requests made on the day of an event which materially change the agreed service are subject to the entertainer's discretion.

Magic Robbie Entertainer is not obliged to provide additional equipment, extend performance time, relocate substantial equipment, change venue areas or provide services that were not included within the original booking.

Additional charges may apply where a change can reasonably be accommodated.

**53. SERVICES PROVIDED BY THIRD PARTIES**

Where a booking includes a service supplied by a separate contractor or third party, their own operating requirements or terms may also apply.

Magic Robbie Entertainer will remain responsible for its own contractual obligations but cannot accept responsibility for independent acts or omissions of unrelated venue staff or suppliers outside our control.

**54. SAFETY TAKES PRIORITY**

Magic Robbie Entertainer may alter, pause or cancel any part of a service where continuing would create a genuine safety, welfare or legal concern.

This may include unsafe electrical conditions, dangerous weather, violent guests, unsafe access, inadequate supervision of children, animal welfare concerns or hazards at the venue.

Where the issue arises because the Client failed to provide conditions clearly required under these Terms, no refund will normally be due.

**55. FAILURE TO COMPLY WITH THESE TERMS**

Material failure by the Client to comply with these Terms may entitle Magic Robbie Entertainer to suspend or cancel the affected service.

Where cancellation is necessary, Magic Robbie Entertainer will explain the reason as soon as reasonably practical and, where appropriate, confirm the matter by email within approximately 24 hours following the event or cancellation.

The right to cancel will be exercised reasonably and will normally relate to significant breaches affecting safety, payment, access, welfare or Magic Robbie Entertainer's ability to provide the agreed service.

**56. VARIATION OF TERMS**

Magic Robbie Entertainer may revise these Terms and Conditions from time to time.

Updated terms will be published on:

www.magicrobbieentertainer.co.uk

Unless a change is required by law or expressly agreed by both parties, amendments made after an existing booking has been confirmed will not normally retrospectively impose materially different obligations on that Client.

**57. SEVERABILITY**

If any provision of these Terms is found by a court or other competent authority to be unlawful, invalid or unenforceable, that provision will be treated as modified or removed only to the extent necessary.

The remainder of the Terms will continue to apply.

**58. NO WAIVER**

If Magic Robbie Entertainer chooses not to enforce a particular term on one occasion, this does not prevent that term from being enforced on another occasion.

Any goodwill gesture, refund, credit note or exception does not automatically create a precedent for another booking.

**59. THIRD-PARTY RIGHTS**

Unless expressly stated otherwise, these Terms are intended to govern the agreement between Magic Robbie Entertainer and the Client.

No other person is intended to acquire contractual rights under them merely because they attend the event.

**60. GOVERNING LAW**

These Terms and Conditions and any dispute arising from them will be governed by the laws of England and Wales.

The courts of England and Wales will have jurisdiction, subject to any mandatory consumer rights relating to jurisdiction.

**61. STATUTORY RIGHTS**

Nothing contained within these Terms is intended to remove, restrict or override any statutory right which the Client is entitled to exercise under applicable law.

Where any provision of these Terms conflicts with a legal right which cannot lawfully be excluded, the relevant law will take precedence.

**IMPORTANT BOOKING SUMMARY**

By booking Magic Robbie Entertainer, the Client confirms that they understand in particular that:

- the booking may require a deposit;
- the remaining balance is normally due 24 hours before the event;
- late cancellation charges apply;
- suitable nearby parking must be provided;
- a changing area may be required;
- at least 30 minutes' set-up access is normally required;
- stairs and lack of lift access must be disclosed;
- safe loading access must be provided;
- the show must start reasonably close to the booked time;
- loose balloons and inflatables must not disrupt the show;
- children remain the responsibility of responsible adults;
- a safe electrical supply must be available where required;
- outdoor bookings require a suitable bad-weather alternative;
- the rabbit is never guaranteed and animal welfare comes first;
- abusive or dangerous behaviour may result in the performance ending immediately; and
- failure to provide important agreed conditions may result in the service being modified or cancelled.