

DOORSTEPS THEATRE

TERMS AND CONDITIONS FOR PROVISION OF DOORSTEPS PERFORMANCES (V1.1) DOORSTEPS THEATRE (DST)

These Terms and Conditions are the standard terms for the provision of doorsteps performances by CM Production Management LTD, trading as Doorsteps Theatre, a Limited Company. Registered in England under number 10408472 whose registered address is BEC 2 CIC,50 Wakering Road, Barking, IG11 8GN

1. Definitions and interpretations

1.1 in these Terms and Conditions, unless the context otherwise requires, the following expressions have the following meanings:

1.1.1 "DST" means Doorsteps Theatre, a trading name for CM Production Management LTD;

1.1.2 "CMPM" means CM Production Management LTD;

1.1.3 "Booking" Means a booking (made as set out in these Terms and Conditions) for particular Services for an Event;

1.1.4 "Booking Form" means the booking form found on our website, containing details of the Services and the Event, including the start times of the Services;

1.1.5 "Business" means any business, trade, craft, or profession carried on by You or any other person/organisation;

1.1.6 "Business day" means Monday to Friday inclusive excluding bank and public holidays in England;

1.1.7 "Consumer" means a "consumer" as defined by the Consumer Rights Act 2015, and in relation to these Terms and Conditions means an individual who receives or uses Services from Us for the individual's personal use and for purposes wholly or mainly outside the purposes of any Business;

1.1.8 "Deposit" Means the deposit amount stated in the booking form, being on account of the fees;

1.1.9 "Entertainer" means Us or the person who We nominate to provide the Services for Us;

1.1.10 "Event" means any party or other event arranged by You and taking place at Your Premises of which the Services We provide for You form part;

1.1.11 "Fees" means the total amount (calculated on the basis of Our Price List) payable for the Services;

1.1.12 premises means the premises at [the above address];

1.1.13 Price List means Our standard price list of Fees for Our Services. The list of Services and their prices is available from www.doorsteptheatre.co.uk;

1.1.14 Regulations means The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013;

1.1.15 Services means character visits or doorsteps theatre performances;

1.1.16 We/Us/Our means DST or CMPM and contact address is set out above and includes all our staff, employees and agents.

1.1.17 You/Your means the individual adult person to whom We agree to provide any Services for all or part of an Event for the benefit of any child/ren and adults;

1.1.18 Your Premises means the premises which the Booking Form states will be the venue for the Event (at which We are to provide the Services)

1.2 unless the context otherwise requires, each reference in these Terms and Conditions to:

1.2.1 "these Terms and Conditions" is a reference to these Terms and Conditions; and

1.1.1 a Clause or sub-Clause is a reference to a Clause of these Terms and Conditions;

1.3 The headings used in these Terms and Conditions are for convenience only and shall not affect the interpretation of these Terms and Conditions;

1.4 Words signifying the singular number shall include the plural and vice versa;

1.5 References to any gender shall include the other gender; and

1.6 References to "writing", and any similar expression, includes letter and electronic communications whether sent by e-mail, fax, text message, or other means.

2. Booking Procedure

2.1 You must be 18 or over and a "Consumer" to book any Services.

2.2 We will not reserve or guarantee any time/date slot to provide Services nor will We provide any Services unless and until You make a Booking and pay for them as follows.

2.3 You may make a booking enquiry by phone or in writing or completing the contact form on Our website outlining the Services required and the date and place of the Event concerned. When We receive Your enquiry We will respond to let you know provisionally whether We are able to provide the Services that You require on the date, at the time, and at the place required, and We will also advise You of the Fees payable based on the information You have given Us, and We will ask you to complete the Booking Form on Our website.

- 2.4 If You would then like to proceed to make a Booking, as stated in sub-Clause 2.3 fully complete and submit the Booking Form on our website and also pay us the full fee of the service required.
- 2.5 You are responsible for making sure that the information on the Booking Form is accurate and complete. If You provide Us with inaccurate or incomplete information, We will not be liable for any delay, non-performance or incorrect performance caused by Your failure to provide us with accurate and complete information.
- 2.6 If You communicate any matter or detail to Us other than in the Booking Form, it will not have any effect or form part of the Booking or the contract between Us and You, whether or not You communicate that matter or detail in the enquiry form on Our website or in Your enquiry by phone or in person or in writing, unless We specifically agree in writing that it will apply to the Booking.
- 2.7 By completing and submitting the Booking Form to Us, You confirm that you accept, and agree to be bound by, these Terms and Conditions.
- 2.8 Your submission of a Booking Form to Us, and Your payment of those Fees will be an offer to make a Booking for the particular Services and Event set out in the Booking Form, but whether We accept or decline that offer will be for Us to decide in Our absolute discretion.
- 2.9 We will respond to Your offer within 3 Business Days after receiving Your Booking Form and full payment by either accepting Your offer (i.e. confirming that We have made the Booking) or by declining it. If We decline it, We will at the same time refund the full amount paid to You and will explain why We have had to decline Your offer.
- 2.10 Only if and when You submit to Us Your Booking Form and pay the full amount due and We have responded by sending You written notice of confirmation of the Booking requested in the Booking Form will there be a "Booking" and only then will there be a binding contract between You and Us.

3. Changes to Booking Details

- 3.1 You may request changes to your Booking at any time before the Event. We will use reasonable endeavours to accommodate any requested change, but we shall be under no obligation to do so. If We do make a change requested by You, We shall be entitled to amend the Fees as a result of the change in accordance with the Price List, and will notify You of any such amendment to Fees within 3 Business Days of receiving the request to make the change, then:
 - 3.1.1 If You accept the amended Fees, You may confirm the change and the amended Fees to Us in writing; or
 - 3.1.2 If you are not willing to accept the amended Fees, You may confirm to Us in writing either that:
 - a. You wish to receive the Services at the original Fees agreed and without the requested change; or
 - b. You may cancel Your Booking on and subject to the cancellation provisions in these Terms and Conditions; or

- 3.2 If You do not let us have any of the above confirmations within 3 Business Days after We notify You of the amendment to Fees, the Booking shall remain unchanged and We will provide the Services at the original Fees agreed and without the requested change.

4. Fees and Payment

- 4.1 You must pay us the balance of the Fees in full and cleared funds to secure your booking.
- 4.2 You must pay Us the balance of the Fees in full and cleared funds by no later than 14 calendar days before the Event, but if the Booking is made less than 14 calendar days before the Event, You must instead pay us the balance of the Fees when You return or submit your completed Booking Form to Us.
- 4.3 You must pay the Fees for all Services that We fully and correctly provide to You.
- 4.4 You may pay Us the Fees for the Services using any of the following methods:
 - 4.3.1 Credit/Debit Card By Phone or Using Our Online Booking System;
 - 4.3.2 BACS into Our nominated bank account
- 4.5 We may alter the prices in the Price List without prior notice, but if any prices increase between the time when You make a Booking and the date of the Event, the price increase will not apply to You and the Fees will therefore not increase for the Event on that date.
- 4.6 All prices of Services shown in the Price List are inclusive of VAT.
- 4.7 If You state anything in the Booking Form which We were not aware of if we previously quoted the amount of Fees payable and We decide that it necessitates altering that Fee quote, We will advise You of the revised Fee amount and ask You whether You still wish to proceed. Unless You confirm that You do wish to proceed and You pay the revised Fee amount, We will not accept the Booking.
- 4.8 The Booking Form must state Your estimate of the number of attendees to the Event, if however, at any time after You submit the Booking Form to Us but before the date of the Event You notify Us that You have revised the estimated number, the amount of the Fees may be altered by Your revised estimate will be a change requested by You to your Booking for the purposes of Clause 3 above.
- 4.9 If the number of attendees to the Event is more than 10% higher than the last estimate You notified to Us, We reserve the right to charge You an additional amount of Fees. The total Fees that You pay for the Services will then be the total amount that would be payable as stated in the Price List for the actual number of children attending the Event. If We decide to charge that additional amount, We will tell you at the Event and give You an invoice for that additional amount within 3 Business Days after the Event. That invoice will be due and payable within Number 14 Days after We give it to You.
- 4.10 if the number of attendees to the Event is less than You previously estimated and advised to Us You will not be entitled to any reduction in Fees for that reason.

5. Cancellation of Services and Consumer Rights

- 5.1 If, at any time after You pay Us all Fees in advance for all Services, You cancel the Services without giving Us the prior notice that We require to be given as set out in this Clause 5, We will be entitled to keep some or all of those Fees as set out in this Clause 5.
- 5.2 You may cancel the Services without charge if You give Us at least 3 days prior notice of the cancellation. If You do so We will refund to You any sum(s) You paid in advance.
- 5.3 If You give Us prior notice to cancel the Services but do not give Us at least 3 days prior notice of cancellation of the Services, We will be entitled to charge You for any net financial loss that We suffer due to Your cancellation, but that charge will be limited to an amount equal to the total Fees for the Services.
- 5.4 We will be entitled to deduct that charge from any sum(s) You paid in advance for the Services, and We shall refund any balance to You. Where the charge under this sub-Clause exceeds any such sum(s) paid in advance, You will be liable to pay Us the difference within 7 days after You give Us prior notice to cancel the Services.
- 5.5 If, due to exceptional circumstances including, but not limited to, illness, accidents, or bereavement affecting either You or the person for whom the Event has been arranged, or Your inability to run the Event due to non-availability of the Event venue at Your Premises, You cancel the Services without giving Us at least 3 days prior notice, We will consider the circumstances and in Our discretion decide whether to waive any charge for late cancellation that We are entitled to make under the above provisions of this Clause 5.
- 5.6 We may cancel the Services at any time before the time and date booked for the Services in the following circumstances:
 - 5.6.1 An event described in sub-Clause 8 below occurs and continues for more than 24 hours. If We do decide to cancel the Services in such circumstances We will refund to You in full the Fees You have paid Us for the Services; or
 - 5.6.2 You have not paid all of the Fees due and payable by that time. In that case, You will remain liable to Us as if, and to the same extent as You would be liable, if You had cancelled the Services under sub-Clause 5.3 at the time We cancel under this sub-Clause 5.5.3; or
 - 5.6.3 We find that you are not a "Consumer" (as defined in Clause 1 above). If We do decide to cancel the Services in such circumstances We will refund to You in full the Fees You have paid Us for the Services less any costs We have incurred specifically for the Services which We are unable to save or recover.
- 5.7 If We cancel the Services in such circumstances We will have no liability to refund Fees or other liability for that cancellation except as above.
- 5.8 Prices for the Services are subject to change from time to time but We will try to give You as much prior notice as possible of any such changes.
- 5.9 We may immediately terminate provision of the Services if:
 - 5.9.1 any act or omission or conduct of any person(s) at the Event (whether that person is You or any other adult or minor in Our reasonable opinion renders it unreasonable for the Performer to continue or it amounts to Your breach of these Terms and Conditions; or
 - 5.9.2 the venue is outdoors, and weather conditions make it unsafe, impracticable or unsuitable to provide the Services outdoors and You do not have a back up plan to use an indoor area at Your Premises.
- 5.10 You will not be entitled to any refund of all or part of the Fees for Services not completed as a result in such a case.
- 5.11 Where the contract We make with You is not made on Our Premises, the Regulations give You the rights set out in this sub-Clause 5.11, and they will be in addition to the rights given to You by the above provisions of this Clause 5. You may for any reason cancel a Booking during the 14 day period after the Booking is made, but if the Booking is for any Services to be provided on a date which is before the end of that 14 day period, and if You have expressly requested Us to provide such Services in that 14 day period and We do so, You may not cancel those requested Services and You must pay for them in accordance with this Clause 5. If You request that Your Booking be cancelled, You must confirm this in any way convenient to You. If You cancel as allowed by this sub-clause 5.8, and You have already made any payment(s) to Us for the Booking, We will refund the payment(s) to You within 14 days of receiving Your cancellation less the amount due for the Services covered by that Booking that We have provided.

6. Further Details of Our Obligations and Rights Relating to the Services

- 6.1 The following will apply to each Booking in addition to all details set out in these Terms and Conditions and in the Booking Form.
- 6.2 We will provide the Services:
 - 6.2.1 with reasonable skill and care;
 - 6.2.2 in accordance with all applicable statutory and regulatory requirements;
 - 6.2.3 in accordance with the description of the particular type of Services set out in the Booking Form and in any details relating to that particular type set out in Our brochure and on Our website; and
 - 6.2.4 in a format and with content which We decide unless We specifically agree in writing to any particular format and/or content in which case We will provide the Services in accordance with that agreement;
- 6.3 We will ensure that the Performer:
 - 6.3.1 has a satisfactory up-to-date DBS check; and
 - 6.3.2 is covered by public liability insurance cover for the provision of the Services.
- 6.4 We will provide all equipment, props, music and prizes for games required to provide the Services. We will not provide any food, drink, or other goods or materials as part of the Services.

- 6.5 Neither We nor the Performer will be responsible to control, discipline, behaviour or ensure the safety of any children attending the Event.
- 6.6 We will ensure that all electrical equipment that We use is maintained to a professional standard, PAT tested and wherever possible, that backup equipment is available in the event of failure of Our equipment.
- 6.7 If We agree that a particular named performer is to provide the Services, We will use reasonable endeavours to provide that Performer. However, We will be entitled to arrange for an alternative Performer if for any reason the Performer agreed becomes unavailable at any time to provide the Services at the Event.
- 6.8 If at any time You ask Us to begin any Services later than the time agreed for them as set out in the Booking Form (whether or not due to the Event beginning later than the time stated in the Booking Form), and consequently We have to begin the Services later than that agreed time, then, if the Performer arrives for the Event and is ready to provide the Services at or before the agreed time, We will not be obliged to extend the Services beyond the time agreed for finishing the Services set out in the Booking Form.
- 6.9 If You request the Performer to stay beyond the agreed finishing time and he/she agrees to do so, You will pay Us an amount of Fees calculated at Our hourly rate (pro rata) set out in the Price List for the additional time he/she spends. We will give You an invoice for that amount within 3 Business Days after the Event. That invoice will be due and payable within 14 Days after We give it to You.
- 6.10 Where the total period of time agreed for the Performer to provide the Services (excluding setting up/packing up etc) exceeds 60 minutes, the Performer may if he/she wishes, take a break of 10 mins approximately midway through, and that break period shall be included in that 60 minute period.
- 6.11 We will take account when providing the Services of any special needs of attendees due to attend the Event (provided that you have made us aware of these needs prior to the Event) and will seek where reasonably possible to adapt the Services to meet the interests of such attendees.
- 6.12 We will take account when providing the Services of the number of attendees You estimate in the Booking Form will attend the Event. We reserve the right to withhold services if this number is exceeded. we will not be liable to offer a refund if this is the case.
- 6.11 If the Performer decides to go ahead with providing the service we will use all reasonable endeavours to adapt the Services if the number attending is greater than that estimate. If, despite using all reasonable endeavours, the Services prove to be unsatisfactory due to the actual number differing from Your estimated number we will not be responsible for the Services being unsatisfactory for that reason and to that extent.
- 6.13 We will be responsible to remove all equipment / props /materials and other things which the Entertainer brings to Your Premises but not for cleaning up after the provision of the Services or for making sure that rubbish is disposed of or that Your Premises are left clean and tidy after the Services have been provided.

- 6.14 We will only make the Services available to a "Consumer" (as defined in Clause 1 above), and Your completion of a Booking Form will be deemed to be Your confirmation that You will be a "Consumer" in connection with any Booking by You.

7. Your Obligations

7.1 You must ensure that:

7.1.1 Your Premises are available for the Entertainer to provide the Services on the date of the Event as set out in the Booking Form and in good time before the scheduled start time for the Services so that the Entertainer can set up any necessary equipment;

7.1.2 where the venue at Your Premises for the Services is outdoors, You have a back up plan to use an indoor area at Your Premises where weather conditions make it impracticable or unsuitable to begin or continue the Services outdoors;

7.1.3 You are present throughout the time when We provide the Services;

7.1.4 Your Premises are safe and suitable for the Entertainer to provide the Services;

7.1.5 the following are available for the Entertainer at Your Premises on the date and during the hours of the Event:

- a. sufficient space at Your Premises to deliver the Services and for the attendees to the Event to sit comfortably and/or move about to engage in the activities provided by the Performer;
- b. such facilities, equipment and utilities as the Performer may reasonably require to provide the Services, including the provision of toilet facilities
- c. suitable free of charge parking within reasonable proximity to allow the Entertainer to unload and load equipment and park his/her vehicle for the duration of the Services;

7.2 the attendees to the Event are properly supervised at all times by appropriate adults

7.3 if any attendees to the Event have special needs which may affect their ability to take part in the Services, You provide Us with full details of such special needs at least 7 calendar days before the Event. You are responsible for ensuring that such children are able to safely attend and engage in the Services;

7.4 neither You nor any other guest or other person at the Event uses or tries to use equipment or other property belonging to Us or the Entertainer without the Entertainer's express permission. You cannot assume that permission will be given for use by You or any such person of any such equipment for any aspect of the Event other than the Services provided by the Entertainer;

7.6 If any persons or animals at Your Premises negligently cause damage to equipment or other property belonging to Us or the Entertainer, You must reimburse Us for the total cost of repairing/replacing the equipment.

8. Events Beyond our Reasonable Control

- 8.1 We will not be liable for any failure or delay in performing Our obligations under the contract resulting from any cause beyond Our reasonable control.
- 8.2 If any event described under sub-Clause 8.1 occurs that does or is likely to adversely affect Our performance of any obligations under the contract, We will try to inform You as soon as is reasonably possible, Our obligations will be suspended and any time limits that We are bound by will be extended accordingly. We will inform You when that event is over and may suggest an alternative date and time when We can make the Services available. You may, without liability to Us, cancel any Services which We do not provide due to that event, and We will refund in full the Fees that You have paid to Us for the Services.

9. Limitation of Liability

- 9.1 We will be responsible for any foreseeable loss or damage that You may suffer as a result of Our breach of these Terms and Conditions or as a result of Our negligence. Loss or damage is foreseeable if it is an obvious consequence of Our breach or negligence or if it is contemplated by You and Us when Our contract with You is created. We will not be responsible for any loss or damage that is not foreseeable.
- 9.2 We provide and sell all Services to You only for Your personal and private use/purposes (for the benefit of You and the attendees for whom the Event is arranged). We will not be liable to You for any loss of profit, loss of business, interruption to business or for any loss of business opportunity.
- 9.3 Whilst we endeavour to ensure that the form and content of entertainment that We agree to provide will be suitable for and enjoyed by the children at the Event, We are only able to take into account the age range to be catered for if it is stated in the Booking Form. Provided that We reasonably endeavour to take into account that information in the Booking Form, We will not be responsible or liable if any child(ren) at the Event are not content with or do not enjoy the Services.
- 9.4 Nothing in these Terms and Conditions is intended to or will exclude or limit Our liability for death or personal injury caused by Our negligence (including that of Our employees, agents or sub-contractors) or for fraud or fraudulent misrepresentation.
- 9.5 Furthermore, if you are a “consumer” as defined by the Consumer Rights Act 2015, or a consumer for the purposes of any other consumer protection legislation, nothing in these Terms and Conditions is intended to or will exclude, limit, prejudice, or otherwise affect any of Our duties or obligations to You, or Your rights or remedies, or Our liability to You, under:

9.5.1 the Consumer Rights Act 2015;

9.5.2 the Regulations;

9.5.3 the Consumer Protection Act 1987; or

9.5.4 any other consumer protection legislation

10. Changes to Terms and Conditions

10.1 We may from time to time change these Terms and Conditions without giving You notice, but We will use Our reasonable endeavours to inform You as soon as is reasonably possible of any such change.

11. How We Use Your Personal Information (Data Protection)

- 11.1 To the extent that You provide Us with any personal information, You warrant that that personal information is accurate and complete.
- 11.2 All personal information that We may use will be collected, processed, and held in accordance with the provisions of EU Regulation 2016/679 General Data Protection Regulation (“GDPR”) and Your rights under the GDPR.
- 11.3 For complete details of Our collection, processing, storage, and retention of personal data including, but not limited to, the purpose(s) for which personal data is used, the legal basis or bases for using it, details of Your rights and how to exercise them, and personal data sharing (where applicable), please refer to Our Privacy Notice available from our website www.doorstepstheatre.co.uk

12. Regulations

12.1 We are required by the Regulations to ensure that certain information is given or made available to You as a Consumer before We make Our contract with You (i.e. before We accept Your offer comprising Your return of the completed Bookim and Your payment of the Deposit) except where that ng Forinformation is already apparent from the context of the transaction. We have included the information itself either in these Terms and Conditions for You to see now, or We will make it available to You before We accept Your offer. All of that information will, as required by the Regulations, be part of the terms of Our contract with You as a Consumer.

13. Information

13.1 As required by the Regulations:

- a. all of the information described in Clause 12; and
- b. any other information which We give to You about any Services or Ourselves and Our business which You take into account when deciding to make a Booking or when making any other decision about Services

will be part of the terms of Our contract with You as a Consumer.

14. Complaints and Feedback

14.1 We always welcome feedback from You and, whilst We always use all reasonable endeavours to ensure that Your experience as Our client is a positive one, We nevertheless want to hear from You if You have any cause for complaint. If You have any complaint about the Services or any other complaint about Us, please raise the matter with Cameron Murray who can be contacted at Our Premises or by email at camaron@cmpm.co.uk.

15. Miscellaneous

15.1 If You make the Booking on behalf of a third party, You are responsible to ensure that the person(s) on whose behalf You make the Booking complies with all of these Terms and Conditions.

15.2 No failure or delay by Us or You in exercising any rights under these Terms and Conditions means that We or You have waived that right, and no waiver by Us or You of a breach of any provision of these Terms and Conditions means that We or You will waive any subsequent breach of the same or any other provision.

15.3 If any provision of these Terms and Conditions is held by any competent authority to be invalid or unenforceable in whole or in part the validity of the other provisions of these Terms and Conditions and the remainder of the provision in question shall not be affected.

16. Law and Jurisdiction

16.1 These Terms and Conditions, the Contract, and the relationship between you and Us (whether contractual or otherwise) shall be governed by, and construed in accordance with the law of England & Wales.

16.2 As a consumer, you will benefit from any mandatory provisions of the law in your country of residence. Nothing in Sub-Clause 16.1 above takes away or reduces your rights as a consumer to rely on those provisions.

16.3 Any dispute, controversy, proceedings or claim between you and Us relating to these Terms and Conditions, the Contract, or the relationship between you and Us (whether contractual or otherwise) shall be subject to the jurisdiction of the courts of England, Wales, Scotland, or Northern Ireland, as determined by your residency.