

Dinomania Ltd

Terms and conditions

1.0 Important School booking information

1.1 Thanks for booking our Dinomania Ltd team to come to your school. Please read this important information so the day runs as smoothly as possible.

1.2 The Rangers will need access to your main hall space with use of the projector and screen if possible. If the use of the screen is not available we do have one we can set up.

1.3 The Rangers will need around 30 mins to set up all the equipment, There will be a lot of heavy equipment so good clear access is required and unfortunately they are unable to get up stairs. (good access for the van is a bonus)

1.4 The Rangers take around 20 mins to pack away

1.5 The largest dinosaurs are 4m long and will require good access to the hall with NO tight turns

1.6 For all morning bookings the Rangers will arrive around 9am to have access to the hall, delays due to breakfast club etc may cause a delay in the start times.

1.7 The Rangers always carry in the van their DBS certificates so if required they will be happy to produce these.

1.8 PAYMENT MUST BE MADE by cheque on the day BEFORE THEY SET UP and an invoice can be found on the confirmation email sent on the day you booked and also a reminder sent 7 days before the arrival. If you have not yet received this please check JUNK mail or get in touch and we can resend. FAILURE TO PAY ON THE DAY WILL RESULT IN A £50 PENALTY.

1.9 The dinosaurs can be performed outdoors only if the weather is dry.

2.0 Children must be supervised at all times by staff member.

2.1 Any damage to any equipment may be billed to the school.

2.3 Each workshop is for the max of 1 class size of around 30-35 children.

2.4 Should there be more than that then you must book a double session or higher.

3.0 Dinomania Ltd

Terms and conditions

3.1 All bookings that are made and are NOT secured until deposit is paid. (School booking do not apply)

3.2 We have the right to cancel bookings at any time. If we Dinomania Ltd cancel the booking then the deposit will be refunded in full.

3.3 All deposits are non-refundable but can be transferred to another date at the discretion of Dinomania Ltd

3.4 We must have suitable access to set up and a clear adequate space to perform.

3.5 The full balance must be made on the day of the booking failure to do this will incur a penalty charge of £50.

3.6 The dinosaurs are 4m long so we will require a minimum of a 5m x 5m area but the larger the better.

3.7 Our large walking dinosaurs are unable to perform in wet weather. If the weather is too bad for us to perform then NO refunds will be given and full payment will still be required.

3.8 Our largest dinosaur (LITTLE AL) is operated on Stilts and a clear flat surface is required to operate him safely.

3.9 We are unable to carry our equipment up stairs to 1st floor level or above, Please contact us to discuss if there are any issues before the event date.

3.91 Any abuse to any staff members will result in the job being cancelled with full payment still being required.

3.92 During the performances of the large dinosaurs we have the right to stop at any time for short rest breaks.

5.0 Cancellations Policy

5.1 Cancellations must be made in writing 7 days before the booking date. Failure to do so will result in the total booking amount still being charged.

5.2 All deposits are non-refundable and will be lost if booking is cancelled by yourselves.

5.3 Failure to cancel your confirmed booking 7 days before the booking date means you will still be charged the full contract amount.

5.4 We have the right to cancel any booking if deemed unsafe on the day due to weather conditions or unsafe areas to work in (full risk assessment will be done) The full balance will still be charged.

6.0 Larger dinosaurs

If your booking includes our largest dinosaur then please read these extra terms and conditions carefully.

5.1 They cannot be operated in wet weather or high winds.

5.2 There must be NO overhead cables or obstructions lower than 4m in height.

5.3 We will require a large clear area of 9m x 9m with adequate entry and exit points for us to walk the dinosaur through.

5.4 The floor must be level and dry for us to perform

5.5 For set up and take down of equipment we must be able to get vehicle access close to the performance area.

A holding area will be required for the dinosaur if possible but if not we do have a 8m x 3m gazebo that can be erected but adequate space must be available. If this is not possible please contact us to discuss options.

7.0 Dinomania Events

Payment

7.1 Full payment must be made at the time of order and tickets cannot be reserved without any payment being made.

7.2 Payment can be made by Debit/Credit card ONLY

7.3 Tickets are NON REFUNDABLE

7.4 Tickets are NON TRANSFERABLE

7.5 Ticket is only VALID for time and date stated on there Event/Ticket you have purchased.

Cancellation policy.

7.6 If we cancel the event a full refund will be given within 7 days of the date cancelled.

7.7 If the event is cancelled due to any reasons out of our control then we will reschedule the event for another date and time. If you are unable to attend the new rescheduled date then we will refund your payment within 7 days of the cancellation.

7.8 Tickets are NON REFUNDABLE

7.9 Tickets are NON TRANSFERABLE (tickets CANNOT be sold on or transferred under any circumstances)

Delivery

8.0 An E-Ticket confirmation will be sent to the email you provided after payment is made electronically.

8.1 We do not Post any tickets and all tickets are sent electronically.

For our Privacy policy please visit <https://www.dinomania.co.uk/pages/privacy-policy.php>

Terms and conditions for Dinomania Ltd

Coronavirus Info

Should the Coronavirus virus affect the event then we will reschedule and postpone the event to another date and all tickets transferred to the new date and time. If you are unable to attend the rescheduled event date a full refund will be given. We will only offer refunds when the new date is scheduled and we cannot offer and compensation for travel costs or any other costs out of our control.