

Pink Pamper Van – Terms & Conditions

Pink Pamper Van is a trading name of JAGR Holdings Limited.

1. Bookings & Payment

1.1 A **£50 deposit is required to reserve and secure the date of your event**. The deposit is not a separate charge and will be deducted from the total booking price.

1.2 Payment of the £50 deposit does not mean that the deposit is automatically non-refundable. Refunds and cancellation charges are dealt with in accordance with the cancellation terms set out below.

1.3 The remaining balance should be paid no later than 7 days prior to the event by bank transfer using the following details:

Bank: Starling Bank

Account Name: JAGR Holdings Limited

Account Number: 46202234

Sort Code: 60-83-71

1.4 Once the deposit has been received, you will receive an invoice for the balance outstanding, along with further information about your party. This invoice is the written confirmation of your booking.

2. Transfers & Cancellations

2.1 Bookings may be transferred to an alternative date free of charge, provided at least **14 days' notice** is given and the alternative date is subject to availability.

2.2 Requests to transfer a booking made **within 14 days of the event** will incur a **£25 administration fee** and are subject to availability.

2.3 Only **one complimentary transfer** is permitted per booking.

2.4 Cancellations made **more than 14 days before the event** will incur a **£25 cancellation fee**, with the remaining balance refunded.

2.5 Cancellations made **within 7 days of the event** will incur a **£50 cancellation fee**, with the remaining balance refunded.

2.6 Cancellations made **within 24 hours of the event** are non-refundable.

2.7 Where a booking is moved **within 24 hours of the event** to an alternative available date, **50% of the original booking value will be retained as a transfer fee**.

3. Supervision

3.1 Pink Pamper Van provides an entertainment service and **does not provide childcare or supervision.**

3.2 A responsible adult must remain on site and be contactable throughout the event.

3.3 The responsible adult remains responsible for the children attending the event, including their behaviour, safety and any additional needs.

4. Health & Safety

4.1 All activities are provided for entertainment purposes.

4.2 Customers must provide Pink Pamper Van with any relevant **medical, health, allergy, dietary or additional-needs information** before the event.

4.3 Customers must notify Pink Pamper Van of any condition or circumstance that may affect a participant's ability to safely take part in the activities.

4.4 Pink Pamper Van reserves the right to modify or discontinue an activity where it considers this necessary for health and safety reasons.

5. Liability

5.1 Nothing in these Terms & Conditions excludes or limits any liability that cannot legally be excluded or limited under English law.

5.2 Customers are responsible for ensuring that the event location is safe, suitable and accessible for the services being provided.

6. Photography & Images

6.1 Photography or video may be taken during events for promotional purposes only where the appropriate consent has been obtained.

6.2 Customers may contact Pink Pamper Van before the event to request that photographs or videos of their party are not used for promotional purposes.

7. Complaints

7.1 We aim to provide a high-quality experience for every customer.

7.2 Any concerns or complaints should be raised with Pink Pamper Van as soon as reasonably possible so that we have an opportunity to address the issue.

7.3 Complaints should be submitted in writing and should include the booking details and a description of the issue.

8. Governing Law

8.1 These Terms & Conditions are governed by the laws of **England and Wales**.

8.2 Any disputes arising in connection with these Terms & Conditions will be subject to the jurisdiction of the courts of England and Wales, where applicable.



Pink
Pamper
Van

The logo for 'Pink Pamper Van' is displayed in a large, bubbly, pink font with a gold outline. The word 'Pink' is on the top line, 'Pamper' is in the middle, and 'Van' is on the bottom line. There are small heart icons above the 'i' in 'Pink' and on either side of the 'V' in 'Van'. The entire logo is set against a light pink background with a subtle pattern of small white dots. Below the logo, there is a faint, mirrored reflection of the text and hearts.