

Ever After Enchantments

Terms & Conditions

Last updated: September 2026

By paying a deposit to Ever After Enchantments, you confirm that you have read, understood and agreed to these Terms & Conditions. These Terms & Conditions apply to all bookings, services and entertainment provided by Ever After Enchantments.

1. Booking & Deposits

1.1. A booking is not considered confirmed until the required deposit has been received.

1.2. Payment of the deposit constitutes acceptance of these Terms & Conditions.

1.3. Deposits are generally non-refundable, except where required by Australian Consumer Law or otherwise agreed to by Ever After Enchantments.

1.4. The remaining balance must be paid by the agreed due date. Unless otherwise arranged in writing, payment is required prior to or at the commencement of the booking.

1.5. Ever After Enchantments reserves the right to decline or cancel a booking where payment has not been received by the required due date.

2. Cancellation & Changes

2.1. If you need to cancel your booking, please notify Ever After Enchantments as soon as possible.

2.2. Deposits may be retained to cover time reserved, preparation, administration and potential loss of other bookings.

2.3. Requests to change the date, time, location, package, character or duration of a booking are subject to availability and may incur additional fees.

2.4. If a booking is postponed, the original deposit may be transferred to a new date at Ever After Enchantments' discretion, subject to availability.

2.5. If Ever After Enchantments is unable to fulfil a booking due to circumstances within our control, we will work with the client to provide a suitable alternative or refund any amount paid for the affected service, as appropriate.

3. Client Responsibilities

3.1. The client is responsible for providing accurate booking information, including the event date, time, location, expected number and approximate ages of children attending.

3.2. The client must provide a safe, suitable and reasonably accessible environment for entertainers to perform.

3.3. A responsible adult must remain present and supervise children throughout the event. **Ever After Enchantments entertainers are not babysitters and are not responsible for supervising children.**

3.4. Parents, guardians and/or the event host remain responsible for the safety, behaviour and supervision of all children attending the event.

3.5. The client must inform Ever After Enchantments before the event of any relevant circumstances that may reasonably affect the safety or delivery of the entertainment.

4. Safety & Behaviour

4.1. The safety of our entertainers, clients and guests is a priority.

4.2. Entertainers may pause, modify or stop an activity where they reasonably believe that continuing would create a safety risk.

4.3. Ever After Enchantments reserves the right to stop providing entertainment if an entertainer is subjected to threatening, abusive, discriminatory, aggressive or inappropriate behaviour.

4.4. If an event becomes unsafe due to the behaviour of guests, unsafe conditions, hazards or circumstances outside the entertainer's reasonable control, the entertainer may leave the premises without refund.

5. Face Painting & Children's Activities

5.1. Face painting is an optional service and is subject to the entertainer's assessment of suitability.

5.2. Parents or guardians are responsible for advising Ever After Enchantments of any known allergies, sensitivities, skin conditions or other relevant concerns before face painting begins.

5.3. Ever After Enchantments uses products intended for face and/or body painting; however, individual reactions can occur.

5.4. Face painting will not be performed where the entertainer reasonably believes it is unsuitable, including on irritated, broken or visibly compromised skin.

5.5. Children who are unwilling or uncomfortable with face painting will never be forced to participate.

5.6. Certain activities may have age or safety recommendations. Ever After Enchantments reserves the right to modify an activity where necessary to suit the children present.

6. Characters & Costumes

6.1. Character availability is subject to the costume and performer availability on the date of the booking.

6.2. While we will make every reasonable effort to provide the requested character, Ever After Enchantments reserves the right to provide a suitable alternative where circumstances outside our reasonable control prevent the requested character from attending.

6.3. Costumes may vary slightly from promotional photographs due to availability, maintenance, sizing or costume updates.

6.4. Guests must treat costumes, props and equipment with care. Damage caused intentionally or through unreasonable behaviour may result in additional charges.

7. Travel & Location

7.1. Travel fees may apply depending on the location of the event and will be communicated before the booking is confirmed.

7.2. The client is responsible for providing suitable parking and reasonable access to the event location where required.

7.3. Additional charges may apply where an entertainer is required to pay for parking, tolls or other reasonable travel-related expenses that were not included in the original quote.

7.4. Where an event location is difficult or unsafe to access, Ever After Enchantments may request an alternative suitable location for the entertainer to set up and perform.

8. Timing

8.1. Clients are responsible for ensuring that entertainers can access the venue at the agreed arrival time.

8.2. If an event starts late due to circumstances caused by the client or guests, the entertainment period may still finish at the originally agreed time.

8.3. Where an entertainer is delayed due to traffic, weather, public transport disruptions, accidents or other circumstances outside their reasonable

control, Ever After Enchantments will make reasonable efforts to minimise the impact on the booking.

9. Weather & Outdoor Events

9.1. For outdoor events, the client is responsible for providing a suitable sheltered area where required.

9.2. Entertainment may need to be moved indoors or modified due to rain, extreme heat, storms, strong winds or other unsafe weather conditions.

9.3. If suitable conditions cannot be provided, Ever After Enchantments may modify, postpone or cancel the affected service where reasonably necessary for safety.

10. Photography & Social Media

10.1. Ever After Enchantments may request permission to take photographs or videos of entertainers, decorations, activities and events for promotional purposes.

10.2. No child will be photographed or filmed for promotional purposes without appropriate consent from a parent or legal guardian.

10.3. Clients may request that their event or children are not used in promotional material.

11. Pricing & Additional Services

11.1. All prices are based on the services outlined in the booking confirmation.

11.2. Additional time, entertainers, activities, travel or services requested after confirmation may incur additional charges.

11.3. Any additional charges will be communicated to the client where reasonably possible before the additional service is provided.

12. Force Majeure & Circumstances Outside Our Control

12.1. Ever After Enchantments will not be liable for failure or delay in providing services caused by circumstances reasonably outside our control, including but not limited to severe weather, natural disasters, accidents, illness, transport disruptions, venue closures, government restrictions or other unforeseen circumstances.

12.2. Where possible, Ever After Enchantments will work with the client to reschedule the booking or provide an appropriate alternative.

13. Liability

13.1. Ever After Enchantments takes reasonable steps to provide safe and professional entertainment services.

13.2. The client remains responsible for the supervision of children and the overall safety of guests at the event.

13.3. Nothing in these Terms & Conditions excludes, restricts or modifies any rights or remedies that cannot legally be excluded under the **Australian Consumer Law** or other applicable legislation.

14. Australian Consumer Law

14.1. These Terms & Conditions are subject to the **Australian Consumer Law** and any other applicable Australian legislation.

14.2. Nothing in these Terms & Conditions is intended to remove or limit any consumer guarantee, right or remedy that cannot legally be excluded.

15. Acceptance of Terms

15.1. By paying a deposit, the client confirms that they have had the opportunity to read these Terms & Conditions and agree to be bound by them.

15.2. These Terms & Conditions form part of the agreement between the client and Ever After Enchantments for the provision of entertainment services.

15.3. The booking confirmation, invoice and/or written quote provided to the client forms part of the booking agreement.

Ever After Enchantments
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