Magical Experiences Cancellation & Refund Policy

Business Name: Magical Experiences
Effective Date: May 2026
Review Date: May 2027

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1. Booking Confirmation

A booking is considered confirmed once:

- A deposit or full payment has been received, and/or
- Written confirmation has been provided by Magical Experiences

By confirming a booking, the customer agrees to this Cancellation & Refund Policy.

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2. Deposits

Deposits are:

- Non-refundable
- Used to secure the date and time of your event
- Deducted from the final balance

This is because we reserve the date exclusively for your booking and may decline other enquiries for the same time slot.

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3. Client Cancellations

Cancellation More Than 14 Days Before the Event

- Any payments made beyond the non-refundable deposit may be refunded at the discretion of the business.

Cancellation Within 14 Days of the Event

- The deposit remains non-refundable.
- Up to 50% of the remaining balance may still be payable.

Cancellation Within 48 Hours of the Event

- The full booking fee may be charged as cancellation notice is too short to refill the booking slot.

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4. Rescheduling

We will do our best to accommodate requests to reschedule an event.

Where possible:

- Deposits may be transferred to a new date
- New dates are subject to availability
- Only one date change may be permitted without additional charges

If we are unable to accommodate the new date, the standard cancellation terms will apply.

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5. Cancellation by Magical Experiences

In the unlikely event we need to cancel due to:

- Illness
- Emergency
- Severe weather
- Circumstances beyond our control

We will:

- Offer an alternative entertainer where possible, or
- Offer a rescheduled date, or
- Provide a full refund of payments received

Our liability is limited to the amount paid for the booking.

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6. Late Arrivals and Delays

Customers are responsible for ensuring:

- Venue access is available
- Guests are ready at the agreed start time
- Parking or access information is provided in advance

If delays reduce party time, we may not be able to extend the session due to other bookings.

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7. No-Shows

If the customer or venue is unavailable at the agreed time and location without prior communication:

- The booking will be treated as a cancellation
- No refund will be provided

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8. Weather Policy

For outdoor events:

- Customers are responsible for providing a safe, suitable backup indoor space where necessary
- If weather conditions are unsafe, performances may be shortened, adapted, postponed, or cancelled

Safety decisions made by the entertainer or business are final.

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9. Refund Processing

Approved refunds will typically be processed within:

- 7–14 business days

Refunds will be returned using the original payment method where possible.

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10. Contact Information

For cancellations, rescheduling requests, or refund enquiries, please contact:

Magical Experiences
Phone: 07789375923
Email: Magicalexperiences@hotmail.com

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11. Policy Review

This policy may be updated periodically to reflect operational or legal changes.

Signed: C James

Name: Cherise James

Position: Founder

Date: May 2026