

Puppet Pathways

MASTER BOOKING TERMS & CONDITIONS

Website master version - 1 October 2026

This document replaces all earlier drafts and versions.
It applies to the specific booking identified in the school's written booking confirmation.

1. Scope and booking confirmation

These terms apply when a school, educational institution or other organisation books a Puppet Pathways performance. An enquiry or discussion about dates does not confirm a booking.

A booking is confirmed only when the school has accepted the written booking details and a 30% booking deposit has cleared, unless Puppet Pathways has accepted another written arrangement. Once confirmed, the date is reserved exclusively for the school and other work may be declined for that time.

The deposit forms part of the total performance fee. It is not an additional charge, but it is non-refundable because it secures the original date.

2. Price, minimum fee and travel

The performance fee is calculated at EUR 5 per child in the participating classes or year groups, subject to the minimum fee stated in the booking confirmation. Any travel charge, additional session charge or other agreed cost will be stated before the booking is confirmed.

The quotation is based on the information supplied by the school. A significant change to pupil numbers, location, performance requirements or timing may require a revised price, which will be agreed before the performance.

3. Final headcount and payment

- The estimated headcount is used to calculate the deposit.
- The school must provide its final headcount no later than 7 calendar days before the performance.
- The final invoice is based on that confirmed number. No reduction or refund is made for individual pupil absences on the day.
- If attendance increases, the additional pupils are charged at the agreed per-child rate.
- The balance must be paid by bank transfer and cleared no later than 7 calendar days before the performance, unless another arrangement is agreed in writing.
- After contacting the school and giving reasonable notice, Puppet Pathways may release an unpaid booking.

30% deposit Reserves the original date.	7 days Headcount and cleared balance deadline.
One transfer One replacement may be requested.	12 months Approved credit-use period.

4. If the school changes or cancels the booking

Situation	What applies
More than 30 days before the performance	The original 30% deposit is retained for reserving the cancelled date. Any amount paid above the deposit becomes credit toward one replacement performance.
Replacement performance	The school may select one available replacement date within 12 months and may choose the original theme or another available theme. A new deposit is required to secure that replacement date.
Within 30 days of the performance	The full agreed performance fee remains payable because replacing the reserved date is unlikely. No automatic credit applies unless the exceptional-circumstances clause below is accepted.
Replacement costs more	Any increase caused by a larger group, additional travel, additional sessions or a later price change must be paid before the replacement performance.
Credit not used	Credit expires 12 months after the original performance date. It belongs to the same school, is not transferable to another organisation and has no cash value.
Replacement is cancelled	Only one transfer is permitted. If the replacement booking is cancelled, the remaining credit is forfeited.

5. Exceptional circumstances affecting the school

If an official school closure, dangerous weather or another genuine emergency beyond the school's reasonable control makes the performance impossible, both parties will first try to agree one replacement date. In agreed exceptional circumstances, payments may be transferred once to an available date within 12 months without an additional cancellation charge.

6. If Puppet Pathways must cancel

If Puppet Pathways must cancel because of illness, dangerous weather or another unforeseen emergency, every reasonable effort will be made to offer a suitable replacement date. The school may keep the original theme or choose another available theme. If no mutually suitable replacement can be arranged, all payments made will be refunded in full within 14 calendar days of that decision.

7. Arrival, parking, access and equipment

- The school will provide accurate directions, the agreed on-site contact and information about gates, security procedures, stairs or access restrictions.
- Safe, reasonably close parking and a practical unloading point must be available for the performance equipment.
- The school must arrange adequate adult assistance to help carry equipment from the vehicle to the performance area and to reload it after the show. Puppet Pathways cannot be expected to carry the complete setup alone.
- Access to the venue must be available at the agreed setup time. A delay in access may require the performance to be shortened or adjusted.

8. Performance area and facilities

- The school will provide a clean, dry, level and safe performance area of the agreed size, with suitable access to an electrical socket.
- Children's seating and clear access routes will be arranged by school staff before the agreed starting time.
- Fire exits and emergency routes must remain clear. The school remains responsible for the safety and suitability of its premises.
- Outdoor performances require prior written agreement and suitable weather protection for the performer, puppets and electrical equipment.

9. Starting time and delays

The school should have the group assembled and ready for the agreed start. If the school is delayed, Puppet Pathways may shorten or adjust the programme so that it finishes at the agreed time, particularly when another booking follows. The full fee remains payable. If the delay is substantial and the performance cannot reasonably proceed, the matter will be treated under the school-cancellation terms.

If Puppet Pathways is unexpectedly delayed, the school will be contacted as soon as reasonably possible. The full agreed performance time will be provided where practical, or another fair arrangement will be agreed.

10. School supervision and safeguarding

- At least one responsible teacher or authorised school staff member must remain present throughout setup, the performance and interaction with the children.
- The school remains responsible for supervision, behaviour management, safeguarding, first aid, emergency procedures and the individual support needs of its pupils.
- Puppet Pathways is not to be left alone with children. School staff must manage children entering or leaving the performance area.
- Only practical information needed to deliver the visit should be shared. Children's personal or sensitive information should not be sent through the general enquiry form.

11. Respectful behaviour and safety

Puppet Pathways aims to provide a warm, respectful and enjoyable experience. School staff are expected to address serious disruption, abusive or threatening behaviour, unsafe conduct or deliberate interference with equipment. Where reasonably possible, the school will first be given an opportunity to correct the situation.

Puppet Pathways may pause, shorten or end a performance where safety, dignity or the equipment is at risk. If the performance is ended because of circumstances within the school's control, the agreed fee remains payable. Any concern about the performance should be raised privately and promptly by the booking contact or a senior staff member, rather than in front of the children.

Public liability insurance will be in place before any Puppet Pathways performance begins in 2027. Evidence of current cover will be available to schools on request once the policy is active.

12. Photography, recording and intellectual property

Photography, video recording, live streaming or audio recording must be agreed with Puppet Pathways in advance. The school is responsible for obtaining all necessary permissions relating to children or staff appearing in any agreed recording.

The shows, scripts, characters, stories, photographs, recordings, teaching ideas, artwork and other creative materials remain the intellectual property of Puppet Pathways or their respective rights holders. No performance or substantial part of it may be copied, adapted, reproduced, distributed, uploaded or used commercially without prior written permission.

13. Changes requested by the school

Requests concerning themes, age groups, timing, accessibility, religious or cultural considerations, or other practical requirements should be made before the booking is confirmed or as early as possible. Puppet Pathways will consider reasonable requests but cannot guarantee significant changes after preparation has begun. Any change affecting price, timing or resources must be agreed in writing.

14. Concerns and complaints

Any concern should be raised privately with Charmaine or the named Puppet Pathways contact as soon as reasonably possible, so that there is an opportunity to understand and address it. Where possible, the school should provide the booking date, a clear description of the concern and the outcome it is seeking.

15. Privacy

Booking and contact information is handled in accordance with the separate Puppet Pathways Privacy Information published on the website. The enquiry form must not be used to provide children's personal information or sensitive details.

16. Acceptance and final terms

Payment of the deposit, or acceptance of an alternative written arrangement, confirms these terms for the specific booking. Each later booking must be confirmed separately. Changes are valid only when agreed in writing. If one provision is unenforceable, the remaining provisions continue to apply.