



Time Jump Histories

Interactive History workshops

TIME JUMP HISTORIES

Santa for Hire – Terms & Conditions

Effective from: September 2026

These Terms & Conditions apply to all bookings made with Time Jump Histories for Father Christmas, Mrs Claus, Christmas Elves and related Christmas entertainment services.

By submitting a booking enquiry, completing the official booking form, accepting a quotation, or making payment for a booking, the client confirms that they have read, understood and agree to these Terms & Conditions.

1. About the Service

Time Jump Histories provides professional Christmas entertainment, including:

- Father Christmas appearances
- Santa walkabouts and meet-and-greets
- Christmas grotto experiences
- Breakfast with Santa
- Storytime with Santa
- Mr & Mrs Claus appearances
- Christmas Elf appearances
- Christmas events, parties and private functions
- Corporate and commercial Christmas events
- Other Christmas entertainment agreed in writing

The exact service supplied will be the service described on the client's quotation, booking confirmation or invoice.

2. Booking Confirmation

A booking is not considered fully confirmed until:

1. Time Jump Histories has confirmed availability;
2. the client has provided the required booking information;
3. the client has accepted the quotation or booking details; and
4. the required payment has been received.

Time Jump Histories reserves the right to decline a booking where the requested date, location, performer or requirements cannot reasonably be accommodated.

The client must ensure that all information supplied during booking is accurate, including:

- booking date;

- start and finish time;
 - venue/location;
 - contact details;
 - expected number of guests/children;
 - type of Christmas appearance required;
 - parking and access arrangements; and
 - any special requirements or relevant event information.
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3. Prices and Payment

Prices are those stated on the quotation, booking confirmation or current Time Jump Histories price list.

Current advertised Santa packages may include:

One Performer

- Half Day – up to 4 hours: £140
- Full Day – up to 7 hours: £250

Two Performers

- Half Day – up to 4 hours: £280
- Full Day – up to 7 hours: £500

Prices may vary depending on the location, date, duration, number of performers, equipment required, travel requirements and nature of the event.

Unless otherwise agreed in writing, full payment is required in advance to confirm and secure the booking.

A booking is not secured merely because an enquiry has been made or a date has been discussed.

Any additional agreed services, additional hours, travel costs, equipment or other expenses will be stated on the quotation or invoice.

4. Consultations, Meetings and Administration

4.1 Initial Consultation

The first consultation relating to a booking or proposed event is provided free of charge.

This initial consultation may be used to discuss the client's requirements, proposed event, preferred Santa package, timings, venue arrangements and any other matters necessary to establish the booking.

4.2 Additional Consultations and Meetings

Any additional consultations, meetings or planning sessions requested by the client after the initial consultation will be charged at:

£25.00 per hour

This may include, but is not limited to:

- Additional telephone consultations;
- Video meetings;
- Face-to-face meetings;
- Event planning meetings;
- Additional planning discussions;
- Site meetings or venue discussions;
- Detailed programme planning;
- Changes or revisions to an agreed event plan; and
- Meetings with third parties where the client's booking requires Time Jump Histories to attend or participate.

Where reasonably possible, the client will be informed in advance that a consultation or meeting will incur a charge.

4.3 Administration

Administrative work undertaken by Time Jump Histories outside the normal administration required to process and confirm a standard booking may be charged at:

£25.00 per hour

Chargeable administration may include:

- Preparing or revising detailed event documentation;
- Preparing bespoke schedules or programmes;
- Repeated amendments to booking arrangements;
- Preparing additional paperwork requested by the client;
- Extensive email correspondence;
- Liaising with multiple third parties on the client's behalf;
- Additional quotation revisions;
- Bespoke planning documents;
- Additional booking administration; and
- Other substantial administrative work specifically requested by the client.

Routine administration required to process a standard enquiry, quotation, booking confirmation and invoice is normally included within the agreed booking price.

4.4 Recording of Time

Consultation, meeting and administration charges will be calculated based on the time reasonably spent carrying out the requested work.

Where work exceeds one hour, Time Jump Histories may calculate charges proportionally for the time spent.

For example:

- 30 minutes = £12.50

- 1 hour = £25.00
- 1 hour 30 minutes = £37.50
- 2 hours = £50.00

Where substantial additional work is anticipated, Time Jump Histories may provide an estimated cost or agree a maximum amount with the client before proceeding.

4.5 Payment of Additional Charges

Any consultation, meeting or administration charges incurred under this section may be added to the client's invoice or issued as a separate invoice.

Unless otherwise agreed in writing, additional charges are payable within 14 days of the invoice date.

5. Additional Hours

A half-day booking provides up to 4 hours of performer time.

A full-day booking provides up to 7 hours of performer time.

Additional hours may be available by prior agreement and will be charged at the applicable additional hourly rate.

Additional time cannot be assumed to be available on the day, particularly where the performer has another engagement.

6. Travel and Access

The client must provide reasonable access to the venue.

Where parking, permits, tolls, ferry travel, accommodation or other travel expenses are required, these may be charged separately and will normally be identified on the quotation.

The client is responsible for ensuring that suitable parking and access are available where reasonably required for the performer.

Where the performer is delayed because of circumstances outside their reasonable control, including severe traffic, road closures, ferry disruption or public transport disruption, Time Jump Histories will communicate with the client as soon as reasonably practicable.

7. Venue Requirements

The client must ensure that the venue is suitable and safe for the agreed Christmas entertainment.

Where a grotto or designated Santa area is being used, the client is responsible for providing a suitable space unless Time Jump Histories has specifically agreed in writing to provide the grotto or associated equipment.

The area should be:

- reasonably clean and accessible;

- suitably lit;
- safe for children and adults;
- free from unnecessary hazards;
- large enough for the agreed activity; and
- protected from inappropriate weather where the event is outdoors.

Time Jump Histories may refuse to perform or may pause an activity if the environment presents a genuine safety concern.

8. Children and Safeguarding

Time Jump Histories is committed to providing a safe and professional environment for children.

Parents, guardians, teachers, event organisers or other responsible adults remain responsible for supervising children attending the event unless a separate written arrangement states otherwise.

Santa performers are entertainers and are not childcare providers.

Children must not be left alone with Santa, Mrs Claus, an Elf or any other Time Jump Histories performer.

Where children have additional needs, behavioural requirements, medical requirements or other considerations that may affect the performance, the client should notify Time Jump Histories in advance so that reasonable arrangements can be considered.

Time Jump Histories reserves the right to stop an interaction where behaviour creates a risk to the child, performer, another guest or equipment.

9. Physical Contact

Santa and other performers will maintain appropriate professional boundaries.

Children should not be expected to sit on Santa's lap.

Any physical interaction should be appropriate, voluntary and respectful.

Performers may decline hugs, photographs or other physical contact where they consider it inappropriate or where the child does not appear comfortable.

10. Photographs and Video

Clients and guests may take photographs and videos of the Santa appearance for personal use, unless otherwise agreed.

Time Jump Histories may request permission separately before using photographs or video containing identifiable members of the public, particularly children, for advertising, social media or promotional purposes.

No client or guest is required to agree to promotional use of their image as a condition of receiving the service.

11. Gifts and Presents

Where Santa is required to hand out gifts, the client must provide the gifts and clearly identify them where necessary.

Time Jump Histories is not responsible for:

- incorrectly labelled gifts;
- unsuitable gifts;
- missing gifts;
- damaged gifts supplied by the client;
- allergies or reactions caused by client-supplied food or gifts; or
- disputes concerning gifts supplied by the client.

If gifts are to be handed to children, the client remains responsible for ensuring that they are suitable for the relevant child.

Time Jump Histories recommends that gifts are clearly labelled with the child's first name and any other information necessary to identify the recipient.

12. Food and Allergies

Where the booking includes food, breakfast, sweets or refreshments supplied by the client or venue, the client or venue remains responsible for informing guests of ingredients and allergens.

Santa and other performers should not be expected to provide medical, dietary or allergy advice.

Performers may decline food or drink where they are unsure of its ingredients or suitability.

13. Character and Performance

Time Jump Histories provides professional character entertainment.

Santa, Mrs Claus and Elf performances are intended to be family-friendly and suitable for the agreed event.

The precise wording, stories, interactions and activities may vary depending on the age of the audience, venue, event format and length of the booking.

The performer may adapt the performance where reasonably necessary to maintain safety, professionalism and an enjoyable experience.

14. Performer Substitution

Time Jump Histories will make reasonable efforts to provide the performer requested by the client.

However, in exceptional circumstances, including illness, injury, emergency or circumstances beyond the performer's reasonable control, Time Jump Histories may provide a suitably experienced replacement performer.

Where reasonably possible, the client will be informed in advance.

A replacement performer will be appropriately costumed and briefed regarding the agreed booking.

15. Illness and Safety

The health and safety of clients, children, guests and performers is important.

A performer who becomes unwell or is unable to safely undertake the booking may need to withdraw.

Time Jump Histories will make reasonable efforts to provide a replacement performer where one is available.

If the booking cannot reasonably be fulfilled because of performer illness or another circumstance within Time Jump Histories' control, the appropriate remedy will be discussed with the client, which may include rescheduling or a refund of amounts paid for the affected service.

Nothing in these Terms & Conditions limits any statutory rights available to the client.

16. Client Cancellation

Cancellation requests must be made in writing by email or through another agreed written communication method.

Because Santa bookings are normally for a specific date and time during a highly seasonal period, cancelled bookings can be difficult to replace.

Unless a different cancellation arrangement is stated on the booking confirmation, the following commercial cancellation policy applies:

16.1 More than 30 days before the booking

The client may cancel the booking and receive a refund of payments made, less any genuinely non-refundable costs already incurred specifically for the booking.

16.2. 15–30 days before the booking

A refund of up to 50% of the booking fee may be available, less any non-refundable costs already incurred.

16.3. Less than 15 days before the booking

The booking fee may be non-refundable because the date and performer have been reserved specifically for the client.

Time Jump Histories may, at its discretion, offer a transfer to another available date instead of a refund.

These commercial cancellation provisions do not remove or restrict any statutory cancellation or consumer rights that apply to the particular contract.

17. Statutory Cancellation Rights

Where the booking is made as a distance or off-premises consumer contract, statutory cancellation rights may apply unless an applicable legal exception applies.

Certain services relating to leisure activities which are supplied on a specific date or during a specific period are subject to statutory exceptions from the normal distance-contract cancellation regime.

Where the law gives the client a cancellation right, nothing in these Terms & Conditions is intended to remove that right.

Where the client specifically requests that a service begins during a statutory cancellation period, the legal requirements concerning early performance and any applicable payment for services already supplied will apply.

18. Cancellation by Time Jump Histories

If Time Jump Histories has to cancel a booking for reasons within its control and cannot provide a suitable replacement or alternative arrangement, the client will be entitled to an appropriate refund of amounts paid for the affected service.

Where cancellation results from circumstances outside reasonable control, Time Jump Histories will discuss reasonable alternatives with the client, including rescheduling where possible.

19. Weather and Outdoor Events

For outdoor Christmas events, the client is responsible for providing a reasonably safe and suitable environment.

Santa performers should not be expected to perform for extended periods in dangerous weather conditions.

This may include, for example:

- severe storms;
- dangerous winds;
- flooding;
- unsafe ice;
- extreme cold;
- lightning; or
- other conditions creating a genuine safety risk.

Where an outdoor booking becomes unsafe, Time Jump Histories may request that the performance is moved indoors or to a suitable sheltered location.

20. Event Delays

The agreed booking period relates to the time reserved for the performer.

If the event is delayed because of circumstances caused by the client or venue, the performer may still be required to finish at the originally agreed time where another booking or commitment follows.

Where possible, reasonable adjustments will be made.

Additional waiting time may be chargeable where the performer is required to remain at the venue beyond the agreed booking period.

21. Changes to the Booking

Any significant changes to the booking should be agreed in advance.

Changes may include:

- changing the date;
- changing the venue;
- changing the number of performers;
- increasing the duration;
- changing the type of appearance;
- adding a grotto;
- adding Mrs Claus or an Elf; or
- adding additional equipment or activities.

A change may result in an amended quotation.

Time Jump Histories cannot guarantee that a requested change will be possible.

22. Client Conduct

Time Jump Histories expects clients, guests and venue staff to treat performers with respect.

A performer may withdraw from an event where they are subjected to:

- abusive behaviour;
- threatening behaviour;
- harassment;
- discrimination;
- inappropriate sexual behaviour;
- physical aggression; or
- behaviour that creates a serious safety concern.

Where a performer has to leave because of serious inappropriate behaviour by the client or guests, no refund will normally be due for the unused portion of the booking, subject to applicable law.

23. Alcohol and Adult Events

Where Santa entertainment is provided at an event involving alcohol, the client remains responsible for the behaviour of guests.

Alcohol consumption must not create an unsafe or inappropriate environment for the performer.

Time Jump Histories reserves the right to withdraw a performer where the environment becomes unsafe or seriously inappropriate.

24. Intellectual Property and Branding

Time Jump Histories retains ownership of its business name, branding, promotional materials, photographs, written materials, characters, performance concepts and original content unless otherwise agreed.

Clients may not reproduce or commercially exploit Time Jump Histories' original promotional or performance materials without written permission.

25. Complaints

Time Jump Histories aims to provide a professional and enjoyable service.

If the client has a concern about a booking, they should contact Time Jump Histories as soon as reasonably possible so that the matter can be investigated and, where appropriate, resolved.

Complaints should be submitted in writing and should include:

- booking name;
- booking date;
- venue;
- details of the concern; and
- the outcome the client is seeking.

Time Jump Histories will consider complaints fairly and reasonably.

26. Liability

Time Jump Histories will provide its services with reasonable care and skill.

Nothing in these Terms & Conditions excludes or restricts liability where doing so would be unlawful.

Time Jump Histories is not responsible for loss, damage, delay or disruption caused by circumstances outside its reasonable control.

The client remains responsible for the venue, guests, children under their supervision, client-supplied equipment, gifts, food and any third-party services arranged by the client.

27. Force Majeure

Time Jump Histories will not be liable for failure or delay caused by circumstances beyond its reasonable control.

Such circumstances may include:

- serious illness or injury;
- severe weather;
- road closures;
- ferry or transport disruption;
- fire;
- flooding;
- power failure;
- government restrictions;
- venue closure;
- industrial action;
- emergency situations; or
- other events which could not reasonably have been prevented.

Where reasonably possible, Time Jump Histories will seek to reschedule the booking or agree another suitable solution.

28. Business and Private Bookings

These Terms & Conditions may apply to bookings made by:

- private individuals;
- families;
- schools;
- charities;
- businesses;
- councils;
- event organisers;
- venues;
- Christmas markets;
- shopping centres; and
- other organisations.

Where the client is acting in the course of a business rather than as a consumer, applicable consumer-specific provisions may not apply.

29. Agreement to the Terms

By completing the Time Jump Histories Santa for Hire booking form, the client confirms that:

“I have read and agree to the Time Jump Histories Santa for Hire Terms & Conditions.”

The client understands that completing the booking form and accepting the booking may create a contractual commitment to the booking and payment terms stated above.

30. Contact Details

Mr Edward Nash

Time Jump Histories

Interactive Historical Entertainment & Education

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Santa for Hire:

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Entertainment • Education • Inspiration

Professional Father Christmas and Christmas entertainment for grottoes, events, private parties, businesses and venues.

Important: These Terms & Conditions are intended as a practical business template and should be reviewed by a UK solicitor or qualified legal adviser before being adopted as your final contractual terms.