

# Party Booking Terms and Conditions

## Little Wings Playhouse

Located at Avian Dance School

By paying a deposit and confirming your booking, you agree to the following Terms and Conditions.

## 1. Booking & Deposit

- 1.1 A party booking is only confirmed once the required deposit has been received.
- 1.2 Deposits are non-refundable unless otherwise stated in writing.
- 1.3 We reserve the right to release any provisional booking if the deposit is not received within the agreed timeframe.

## 2. Payment Terms

- 2.1 The final balance must be paid no later than 7 days prior to the party date.
- 2.2 If the balance is not paid by the due date, we reserve the right to cancel the booking and retain the deposit.
- 2.3 We accept payment via card, Klarna, Link, Revolut Pay.

## 3. Cancellations and Rescheduling

- 3.1 Deposits are non-refundable in the event of cancellation by the customer.
- 3.2 Cancellations made within 7 days of the party date may be subject to full payment.
- 3.3 One reschedule may be permitted with a minimum of 28 days' notice, subject to availability.
- 3.4 In the unlikely event that we need to cancel due to unforeseen circumstances, a full refund or alternative date will be offered.

## 4. Guest Numbers

- 4.1 Parties must not exceed the maximum capacity of 12 children.

## 5. Supervision and Behaviour

- 5.1 Parents/guardians are responsible for supervising children at all times.
- 5.2 Children must behave in a safe and respectful manner.
- 5.3 We reserve the right to ask any guest to leave if their behaviour is unsafe or disruptive.
- 5.4 Climbing on external structures, furniture, or restricted areas is not permitted.

## 6. Health and Safety

- 6.1 Socks must be worn at all times in the Playhouse (grippy socks are recommended for the bouncy castle).
- 6.2 No food or drinks are permitted in the Playhouse.
- 6.3 Children who are unwell (including sickness, diarrhoea, fever, or contagious illness) must not attend.
- 6.4 All allergies and medical conditions must be disclosed at the time of booking.
- 6.5 Basic first aid will be administered where necessary, and emergency services contacted if required.

## 7. Food and Allergies

- 7.1 Customers may bring their own food and drink **only if they have selected a package that permits outside catering**. Outside food is not permitted under any other package unless agreed in writing in advance.
- 7.2 The booking parent/guardian is fully responsible for all outside food and drink brought onto the premises.
- 7.3 We cannot guarantee a completely allergen-free environment.
- 7.4 It is the booking parent/guardian's responsibility to check all ingredients and ensure that children with allergies or dietary requirements do not consume any unsafe foods.
- 7.5 If bringing a birthday cake, it must comply with our allergy policy (e.g., nut-free if applicable) and be clearly labelled where necessary.

## 8. Damage and Liability

- 8.1 The booking parent/guardian accepts responsibility for any deliberate or negligent damage caused by guests.
- 8.2 Charges may apply for damage to equipment, furniture, or facilities.
- 8.3 Personal belongings are brought onto the premises at the owner's risk.
- 8.4 We accept no liability for loss or damage to personal property.
- 8.5 Nothing in these Terms limits liability where it would be unlawful to do so.

## 9. Arrival and Departure

- 9.1 Access to the Playhouse will be available from the agreed arrival time only.
- 9.2 Parties must finish promptly at the agreed time.
- 9.3 Late departures may result in additional charges.

## 10. Decorations and External Suppliers

- 10.1 No confetti, glitter, party poppers, or open flames (except cake candles) are permitted.
- 10.2 Any external entertainers must provide valid public liability insurance.
- 10.3 We reserve the right to refuse equipment that we deem unsafe or unsuitable.

## **11. Bouncy Castle Terms & Conditions**

- 11.1 The bouncy castle must be supervised by a responsible adult at all times.
- 11.2 Users must remove shoes, glasses, jewellery, and sharp objects before use.
- 11.3 No food, drinks, rough play, flips, climbing walls, or inappropriate behaviour is permitted on the inflatable.
- 11.4 Maximum user numbers must not exceed manufacturer guidelines.
- 11.5 Safety decisions made by staff are final.
- 11.6 Use is at participants' own risk. Little Wings Playhouse accepts no liability for injury caused by misuse or failure to follow safety instructions.

## **11. Photography and Social Media**

- 11.1 Guests may take photographs of their own party.
- 11.2 We may take photographs for promotional purposes only with prior written consent.
- 11.3 No images of other children should be shared on social media without parental permission.

## **12. Force Majeure**

We shall not be liable for failure to perform our obligations due to circumstances beyond our control, including but not limited to extreme weather, power failure, government restrictions, or other unforeseen events.

## **13. Acceptance of Terms**

Payment of the deposit confirms acceptance of these Terms & Conditions.

These Terms are governed by the laws of England and Wales.

