

SYCAMORE ADVENTURE

Private Children's Parties Terms and Conditions

Sycamore Adventure offers sole access to the award winning centre (all play equipment, toys and resources) to families who want to celebrate their children's special dates at the award winning centre. All parties will include:

- Sole access to the indoor and outdoor play facilities for up to 60 children.
- Two dedicated play workers
- Full access to the centre's toys, equipment and resources
- One specific structured activity per half day booking including party games, face painting, go karting, den building, story telling, arts and crafts.

Party slots are restricted to Saturday Afternoons between 3pm and 5.30pm throughout the year and during school holidays Monday – Friday (9.30am – 12pm or 5pm – 7.30pm) and can be made via our website (www.sycamoreadventure.co.uk). The following charges are attached to bookings of the centre:

- Party bookings are charged at £180 (providing access for up to 30 children).
- For parties with more than 30 children attending, there will be an additional charge of £5 per head incurred.
- Party buffets are available at a cost of £3 per head
- Additional play staff and activities can be purchased at an additional cost of £50, (for example a staff member required for face painting).

Terms and conditions:

Bookings

1. All bookings must be made via the website or by completion of the appropriate Booking Form. Follow this link to web booking page www.sycamoreadventure.co.uk/calendar/ or contact the team on 01384 813755.
2. Sycamore Adventure reserves the right to refuse any application at its discretion and without stating its reason for doing so.
3. Bookings will not be considered from persons under 18 years of age or if made otherwise than upon the official booking forms and methods.
4. All bookings made will receive confirmation of the booking within 7 days of the booking being made.

Payment

5. Once bookings have been confirmed, the person / organisation completing the booking form shall be deemed to be the Hirer and, as such, the person / organisation responsible to Sycamore Adventure for the payment of the Booking Fee and for observance of these Conditions and Regulations.
6. Payment for bookings at Sycamore Adventure can be made either via journal transfers or via invoice. This option will be selected when you are making your booking.

7. Payment for your visit will be obtained following your booking date taking place. Journal transfers will be obtained at the end of each calendar month. Invoices will be sent out following your booking date and payment must be received within 30 days of receipt of invoice.
8. Bookings can be made at any point via the website or arranged through conversation with centre staff.

Use of Premises

9. All bookings held at Sycamore Adventure will require the Hirer to adhere to the capacity levels as stipulated above for each event.
10. In the event that the Hirer exceeds the capacity levels, Sycamore Adventure reserves the right to cancel the event immediately in the event that the Hirer breaches this term of hire.
11. All bookings held at Sycamore Adventure will require suitable levels of adult supervision. The play staff member provided will not be responsible for the supervision or behaviour of children and young people who attend the centre.
12. Unless due to the negligence of Sycamore Adventure or breach of statutory duty by the Centre, the Hirer shall be responsible for their visitors / invitees during the booking including their safety and well-being whilst attending.
13. Sycamore Adventure can provide parking for up to 50 cars within walking distance of the centre. Under no circumstances will Sycamore Adventure accept any responsibility for loss of, or damage to, any car or other vehicle which in connection with the function is brought or left within the precincts of Sycamore Adventure.
14. Smoking and the consumption of alcoholic beverages is not permitted on any part of the Sycamore Adventure.
15. Food and other beverages can be brought into the centre by Hirers with the consent from Sycamore Adventure.

Equal Opportunities

16. We expect all bookings made at the Centre to model Sycamore Adventure's positive Inclusion Policy. The aim of the policy is to ensure that no individual or organisation receives less favourable treatment on grounds of sex, race, colour, nationality, ethnic or national origin, disability, marital status, sexual orientation, social class, responsibility for dependants, age, trade union or political activities, religious beliefs, spent offences or is disadvantaged by any conditions or requirements which cannot be shown to be justified. Bookings will not be taken from organisations that support extreme views and beliefs which contradict our policy.

Cancellation

17. Sycamore Adventure may re-schedule your booking where events beyond our control mean the booking cannot take place on the selected date. In such circumstances every effort will be made to accommodate the booking on an alternative date of your choice. In such circumstances, we will try to give 14 days written notice of any cancellation but this may not always be possible, in which case we will give you as much notice as practicable. Where we are unable to offer a suitable alternative date for your booking, there will be no charge made to the Hirer.
18. If the Hirer wishes to cancel or re-schedule a booking the Hirer must give Sycamore Adventure 14 days notice in writing, prior to the event. If the Hirer does not give 14 days written notice of cancellation, Sycamore Adventure will be required to cover the cost of lost income. A third of your total booking fee will be obtained.

Hirer's Equipment

19. Hirer's own or contracted electrical equipment cannot be used within the centre unless evidence of recent PAT testing can be provided. This includes the equipment of any entertainers the Hirer may use.
20. Sycamore Adventure cannot accept responsibility for any equipment provide by, for, or on behalf of the Hirer, left unattended prior to, during, or after the event.
21. Where those making a booking wish to bring their own entertainers, evidence of suitable safeguarding checks (e.g. CRB checks) will be required by centre staff.

Damage to Sycamore Adventure Property

22. The Hirer shall take all reasonable precautions to ensure that no damage occurs to the property of Sycamore Adventure during the event.
23. In the event of any damage occurring, Sycamore Adventure reserves the right to render the Hirer liable for the replacement or repair of any damaged property.
24. The Hirer is not permitted to affix, hang or otherwise any items on the furniture or walls of the centre by using nails, screws, drawing pins or any other means, unless agreed by Sycamore Adventure.

Conduct

25. The Hirer shall ensure that the event is conducted in an orderly fashion without causing a nuisance and in full compliance with any health and safety policy of Sycamore Adventure and with all applicable laws and regulations.
- 28 Sycamore Adventure have the right and ability to eject any persons from the centre during events, where nuisance or breach of the conditions is concerned.