



## Birthday Party Policy

Please read our terms and conditions in full prior to booking your party with Play, Learn Grow! Your booking includes exclusive use of the space for your group for the agreed upon duration (45 minutes unless discussed).

Activities are not teacher-led unless agreed at the time of booking.

### Booking, Deposits and Payment

- No booking shall be confirmed until the Host has accepted these Terms and Conditions in full.
- A non-refundable deposit of £40 is required to secure any booking. The deposit forms part of the total contract price.
- The remaining balance shall be payable no later than four (4) weeks prior to the party date.
- Where a booking is made within four (4) weeks of the party date, full payment shall be due immediately upon booking.
- Failure to pay any sum due by the specified date shall entitle Play, Learn, Grow! to cancel the booking without liability and retain any monies already paid.

### Cancellation and Rescheduling

#### Cancellation by the Host

- The deposit is strictly non-refundable in all circumstances. *Please ensure that you are satisfied with the date and location of the party before booking.*
- Where cancellation occurs more than four (4) weeks prior to the event date, no further sums shall be payable.
- Where cancellation occurs within four (4) weeks of the event date, all sums paid (including balances) shall be non-refundable.
- Any request to reschedule shall be entirely at the discretion of Play, Learn, Grow! and subject to availability. No guarantee of transfer or credit is given.

#### Cancellation by Play, Learn, Grow!

- In the unlikely event that Play, Learn, Grow! is unable to fulfil the booking, liability shall be limited strictly to a full refund of monies received. No further compensation shall be payable.

### Supervision and Responsibility

- A parent, guardian, or responsible adult must remain on the premises at all times during the event unless otherwise agreed in writing in advance.
- The Host shall remain solely responsible for the supervision, safety, conduct, and wellbeing of all children and attendees at all times.
- Any temporary absence of the Host from the premises shall be permitted only where expressly agreed in advance and shall not transfer supervisory responsibility to Play, Learn, Grow!.
- *Parties are not teacher-led unless expressly agreed in writing at the time of booking.*
- Access to Play, Learn, Grow! equipment is provided solely for the duration of the booking and remains subject to these Terms.



- Any assistance provided by Play, Learn, Grow! staff shall not be construed as assuming responsibility for supervision or safeguarding.

## **Venue Suitability**

### **Customer-Arranged Venues**

- Where the Host selects the venue, the Host shall be solely responsible for ensuring the venue is safe, suitable, and appropriate.
- Play, Learn, Grow! shall not be liable for any issues arising from venue conditions, restrictions, or hazards.
- Where a venue is deemed unsuitable upon arrival, Play, Learn, Grow! reserves the right to amend, delay, or cancel services without liability. No refunds shall be issued in such circumstances.

### **Company-Arranged Venues**

- Where Play, Learn, Grow! selects or recommends the venue, reasonable care will be taken in its selection.
- The Host remains responsible for general supervision and conduct of attendees at all times.

## **Health, Medical Information and Additional Needs**

- The Host shall disclose in advance any known allergies, medical conditions, disabilities, sensory needs, or behavioural considerations affecting attendees.
- Play, Learn, Grow! shall not be liable for any incident arising from failure to disclose relevant information.
- Reasonable adjustments may be made at the discretion of Play, Learn, Grow!, but no obligation is assumed beyond statutory requirements.

## **Equipment Care, Hygiene and Damage**

- No food or drink shall be permitted on or near any Play, Learn, Grow! equipment.
- A minimum cleaning charge of £25 shall apply where equipment requires additional cleaning due to food, drink, misuse, or poor condition. This charge is expressly accepted by the Host upon booking. This charge shall be requested by Play, Learn, Grow! Using the contact method used to book the party.
- Shoes are strictly prohibited on mats or equipment. Socks must be worn at all times for hygiene and safety reasons.
- All equipment must be used responsibly and with due care.
- Any damage, loss, or defect must be reported immediately at the end of the session prior to departure.
- Where damage arises from misuse, negligence, or failure to comply with these Terms, the Host shall be fully liable for all repair or replacement costs, as determined by Play, Learn, Grow!, whose decision shall be final and binding.



### **Parking**

- The Host is responsible for ensuring adequate parking within reasonable walking distance of the venue for staff and equipment unloading.
- Any parking charges incurred by Play, Learn, Grow! may be invoiced to the Host unless otherwise agreed in advance in writing.
- The Host shall ensure safe and reasonable access for loading and unloading at all times.

### **Photography, Video and Publicity**

- Play, Learn, Grow! operates a faceless branding policy and does not publish identifiable images of children or adults.
- Non-identifiable images may be taken for promotional purposes, including but not limited to hands, activities, materials, and setups.
- Play, Learn, Grow! shall take reasonable steps to ensure no individual is identifiable in any published material.
- Any objection to photography must be notified prior to commencement of the event and will be respected.

### **Liability and Indemnity**

- Participation in all activities is at the sole risk of attendees.
- To the fullest extent permitted by law, Play, Learn, Grow! excludes all liability for loss, injury, damage, or expense arising from participation, except where caused by proven negligence.
- The Host shall indemnify and hold harmless Play, Learn, Grow! against all claims, liabilities, damages, costs, or proceedings arising from:
  - failure to supervise attendees,
  - misuse of equipment,
  - breach of these Terms,
  - or unsafe venue conditions.
- Nothing in these Terms shall exclude liability for death or personal injury caused by negligence.
- Play, Learn, Grow! shall not be liable for indirect, consequential, or financial losses including but not limited to loss of enjoyment, reputation, or income.

**Date of Policy: June 2026**

**Date of Policy Renewal: June 2027**

Signed: Rebecca Marfell  
16<sup>th</sup> June 2026