



# Party T's & C's

**Ensuring fun for the whole party!**

Confirmation of your party booking is based upon your acceptance and adherence to these Terms. These terms and conditions are there to help explain what will happen when you have a party at Lemur Landings and for you to understand our cancellation and deferral policy, our obligations to you and what is required as a party organiser. Please familiarise yourself and ask us if you have any queries.

- Party slots are limited and are booked on a first come, first served basis. Bookings must be made at least 7 days in advance of the required party date - this is to allow us time to make sure we have the correct number of staff for the day of the party.
- Full payment is required at the time of booking. After completing checkout, you will receive an order reference; however, your booking is not confirmed until you receive further confirmation from us. Our party coordinators will send a separate communication with party details and invitations. Please check your junk or spam folders, and if you haven't received a response within 48 hours, contact us.
- You must register the number of party guests up to 48 hours before your booked date.
- The number of party guests must be registered on a party guest list which must be with us at least 48 hours before the party starts.
- Party parents/carers must read our admission policy and rules of play and ensure all adults in the group are aware of and adhere to the rules while they and their child/children are on the premises.
- Parties booked at Lemur Landings are held during normal opening times unless otherwise stated.
- You cannot bring your own food to the party, only food purchased from us may be consumed, with the exception of a birthday cake.

Parties during regular opening hours will have their own party room allocated which is exclusive to you for the duration of your party and your guests.

After hours parties are held in the main play centre with an allocated dining space. Phaser parties have exclusive use of the whole play centre. Private hire is exclusive use of the whole venue - additional charges apply for a catered option. The cafe will be open for drinks and light snacks.

- 1 adult per paying party guest will be admitted FREE of charge along with two further admissions per party for the party parents/carers & 2 free drinks vouchers.
- Additional adults will be charged at the standard non-peak admission rate when pre-purchased 7-day prior to the party date. Within the 7-day period of the party date, peak rates may apply. Other children not otherwise included in the party calculations will be charged at the prevailing admission rate for their age - they will not be provided with food unless otherwise paid for.
- You will be required to leave the play centre at the end of any regular session or after 2 hours if you have an after hours party OR have hired the whole venue. We reserve the right to charge £25 per 15 mins for any extra time if you do not leave after 15 minutes of the agreed party cessation time.
- We reserve the right to substitute menu items if an item is not available. If you have special dietary requirements, please let us know and we will do our best to assist. It is especially important to highlight any allergies.
- Speak to our party co-ordinators ideally via email at [groupsandparties@lemurattractions.co.uk](mailto:groupsandparties@lemurattractions.co.uk) or by phone 01202 711570. You should not assume your party is secured until you have received a further communication from our party team.

### Cancellation Policy:-

Parties cancelled within 7 days of the party date will incur a charge equivalent to the base price of the party - no extras would be included, the balance of monies paid will be refunded to you. This is necessary as we cannot then resell that party in the time between cancellation and date of the party.

If you booked out the whole venue for your party, cancellation within 7 days will incur a charge of £450 as we could have turned away 3 other parties to accommodate your booking.

- Cancellation 7-14 days before the party date, will incur a cancellation fee equivalent to 50% of the base price of the party.
- Cancellation 14-21 days before the party date will incur a fixed cancellation fee of £50.
- Cancellation 21 days or more, no charge.

Postponing your party - we know, kids are ill, things happen. Contact us as soon as you know that you will not be able to go ahead with your party, we will arrange for your party to be held over until a another date and time to be decided or if you are able to decide on a new date we will move it, subject to availability. On the day postponements are subject to a fixed fee of £50 to cover additional staff costs and/or food preparation.

In the extremely unlikely event of Lemur Landings having to cancel, we will do all we can to arrange the party for another date acceptable to both parties. All monies paid by the customer shall be refunded in full if we cannot find a suitable alternative.

Less guests than expected. Your party booking has a degree of flexibility but not below the minimum number stated for your party type. Please ensure that you tell us immediately on arrival if the number of children is more or less than that paid for on your party booking. If you have more than two additional children attending, we really would appreciate at least 24 hours' notice so that we have everything in place for your party to run smoothly. If your numbers change on the day of your party a max of 2 guests will be refunded.

Party bookings can be made for less than the minimum number of guests, but will be charged for the minimum number of party guests for that party type.

As the party organiser you are responsible for:

1. Staying within the facility throughout the party;
2. Ensuring that we have been made aware of any guests with special dietary requirements or additional needs.
3. Ensuring that amendments to your booking are communicated with us in line with the terms and conditions listed above.
4. Ensure all party guests only undertake activities of which they are capable of performing.
5. Always ensuring all children and adults wear socks AND shoes on the climbing
6. Ensuring that all members of your group are aware of our rules of play and admissions policy.
7. Remind those with parental responsibility for attending children that they should not allow their children to come to the party if they are feeling unwell or have had vomiting or diarrhoea in the past 48 hours. the past 10 days or have had vomiting or diarrhoea in the past 48 hours.
8. Additional handwashing/sanitising prior to eating the party food.
9. Confirmation of your party booking is based upon your acceptance and adherence of the party terms and conditions.