



# Party T's & C's

**Ensuring fun for the whole party!**

All party guests must be registered on a party guest list (which must be submitted to us at least 48 hours before the party starts). Party parents/guardians 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.

- Party slots are limited and are booked on a first come, first served basis. There are no booking fees but a non refundable £40 deposit must be paid at the time of booking to secure the party slot.
- Full payment of any outstanding balance of party fees must be made prior to the party start time by cash or debit/credit card.
- Bookings must be made at least 7 days in advance of the required party date.
- Parties booked at Lemur Landings are not private unless booked as a private hire. We will allocate a room which is exclusive to you for the duration of your party.
- Cancellations up until 24 hours prior to the party date will only be liable for the non-refundable £40 deposit.
- Cancellations less than 24 hours before the scheduled start time are required to pay 50% of the full party balance.
- In the unlikely event that the birthday child becomes unwell prior to the party we can postpone the party to another date acceptable to both parties.
- 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. Should this not be possible any monies paid by the customer shall be refunded in full.
- If 1 or 2 additional party guests arrive on the day it won't be a problem. Let us know on arrival and these guests will be included in your final payment. If there appears to be more guests than expected prior to your arrival, please let us know as soon as possible so that we have everything in place for your party to run smoothly.
- If fewer guests arrive on the day then you expect then, at our discretion, we will refund the difference as long as it remains above the minimum number of guests required for your party package as a gesture of goodwill.
- Party bookings can be made for less than the minimum number of guests but will be charged for the minimum number of party guests.
- 1 adult per paying party guest will be admitted FREE of charge along with the birthday child's parents. Additional adults and siblings of guests will be charged at the standard admission.



- Failure to vacate your party room within 5 minutes following the allotted time will result in a surcharge of £20.
- 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.

- As the party organiser, you are responsible for:
  1. Staying within the facility at all times 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 guest only undertake activities of which they are capable of performing.
  5. Ensuring all children and adults wear socks at all times on the play equipment.
  6. Ensuring that all members of your group are aware of our rules of play and admissions policy.

Confirmation of your party booking is based upon your acceptance and adherence of our party terms and conditions. Our team are here to help, please ask if you need assistance.

Speak to our party co-ordinators Gemma and Tash on 01202 711570 or [groupsandparties@lemurattractions.co.uk](mailto:groupsandparties@lemurattractions.co.uk)