

Aspire@Southfields
BIRTHDAY PARTIES TERMS & CONDITIONS
September 2018

The following terms and conditions apply to all parents or guardians (“you”) of any child attending birthday parties organised by Aspire@Southfields (“we” or “us”). Please ensure you have read and understand the following and please keep a copy for your records:

1. Acceptance of terms and conditions

1. By booking a birthday party, or hiring our venue for a birthday party with us, you accept these terms and conditions and they will form a binding contract between you and us.
2. You will ensure that your children and any other children you bring into our venue will follow the rules set out at the end of these terms and conditions and any rules that are specified in this document.
3. We reserve the right to vary these terms and conditions at any time upon reasonable notice to you.

2. Making a booking

1. Details of all party packages can be found on our website (www.aspiresouthfields.com). All party booking queries and booking requests should be directed to the reception staff on 020 8875 2603 or info@aspresouthfields.com.
2. A party booking shall not be confirmed until a full payment has been received by us and we send you a booking & payment confirmation receipt.
3. A booking deposit shall be payable via cash, debit / credit card, or cheque at the time of booking.
4. All party bookings must comprise a minimum of two adults. Such adults shall be responsible for all children attending the party from arrival until departure.

3. Party rooms

1. Party rooms may not always be available immediately on arrival to the centre but will be accessible a

minimum of 30 minutes before the time party instruction starts.

2. Specific party rooms are only allocated on the day, subject to availability and the amount of children attending each party. You cannot reserve a specific party room.
3. Party rooms should be kept in a similar state as found. We reserve the right to charge you for any damages caused to any of our equipment / facilities by your party.
4. Party hosts and their guests must vacate the premises no later than 30 minutes after their booking has finished.
5. It is your responsibility to provide all food, cake, and cutlery and party bags. Catering is not included in the party price, however tea / coffee can be purchased on the premises.

4. Party instruction

1. Parties that use the sports hall will not be able to gain access before their allocated time.
2. All standard parties are a maximum of 1 hour in duration; all specialist parties run by Aspire@Southfields instructors are a maximum of 1 hour and 30 minutes.
3. Once the party instruction has ended you will be unable to re-enter the facilities used.
4. No food or drink is permitted in the sports halls except water. Party room is the only designated area for food & drink.
5. The party organiser should inform Aspire@Southfields of any relevant allergies at the time of booking.

5. Cancellations by you

1. If you cancel your birthday party booking 5 working days before the party commences, we shall provide you with a credit or partial refund.
 - A. You are liable to pay £60 if you do not cancel within specified period which will be deducted in your refund.

2. If you request to cancel birthday parties due to illness of your child or any attendees, we shall only be obligated to provide you with a full refund if you meet the conditions as outlined in section 7.

6. Cancellations by us

1. If we determine that there is insufficient support for a birthday party such as lack of staff, we have the right to cancel, suspend or postpone the party. Full refund can be provided in these situations.

7. Illness and medical conditions

1. If your child is ill and you want to cancel the birthday party as a result, you must telephone or email us before the party commences.
2. Subject to the following, we will not provide refunds or credits for the booking, however if your child suffers a serious illness which affects him or her severely (such as broken bones or any condition that requires prolonged hospitalisation and/or medical attention) then we may offer you a full refund if:
 - A. You inform us of the condition and prognosis no less than 24 hours before the party commences;
 - B. You provide us with a doctor's note detailing your child's illness or medical condition;

8. General rules

1. No alcohol or smoking is permitted anywhere on site.
2. Each party will be allocated a party slot. Party slots follow very strict time restrictions and any lateness will result in lost time from your party. Please advise your guests to arrive promptly for your party as we are unable to add extra time to the end of your party slot. We recommend you meet your guests at an earlier time and arrive at the venue together prior your party start time.
3. We recommend that children wear flat shoes and comfortable clothing; as our parties are energetic and the children need to be able to move easily.
4. The use of illegal substances is strictly prohibited and any persons found possessing, using or who appear to

be under the influence of illegal substances will be refused admission or escorted from the premises without right to refund. This also includes anyone under the influence of alcohol.

5. All items, belongings and other property brought onto the premises by guests shall be at such guest's own risk and we accept no liability for the loss or damage to such property. We advise that guests do not bring valuables on site and all coats and other belongings are stored securing in the party rooms.

9. Assignment and subcontracting

1. We may at any time assign, transfer, charge, subcontract or deal in any other manner with all or any of our rights under the contract between us and may subcontract or delegate in any manner any or all of our obligations under the contract between us to any third party or agent.
2. You shall not, without our prior written consent, assign, transfer, charge, subcontract or deal in any other manner with all or any of your rights or obligations under the contract between us.

10. Governing Law

1. This Agreement and these Conditions shall be governed by and construed in accordance with the law of England and Wales and you agree that any disputes shall be resolved and interpreted exclusively by the Courts of England and Wales.