



Birthday Party Terms and Conditions

Financial

1. Payment needs to be made in full to secure your booking, this is refundable up to 14 days before the party date.
2. Through this payment are deemed to have read, understood, and accepted our terms and conditions and safety notice.
3. We reserve the right to decline your booking and undertake to refund any payment made.
4. The balance of the party payment will be payable on the day of your children's birthday party, final numbers must be confirmed 5 days before the party is due to take place. Your confirmed final number is the minimum number you will be charged for. (While we shall endeavour to cater for unexpected guests, please be aware that this may not always be possible. If additional food and table space cannot be provided, additional guests will be charged at our standard day admission price at the time of the party. Payment for additional guests must be made at the time of entry).
5. When there are fewer guests than our required minimum number you will be charged for the required minimum number of 12.
6. Children are and remain the responsibility of the adults accompanying them; therefore, we suggest visitors allow at least one adult (aged 18 or over) for every five children attending.
7. The Party Organiser will be charged for any damage made to the Party Room, equipment or any additional cleaning that may need to be undertaken due to their party taking place.

Cancellation and Changes

8. Any changes to the party package must be confirmed in writing to Almond Valley no later than 7 days prior to the date of the party.
9. In the event that Almond Valley need to make changes to the party/package, they will provide as much notice as possible.
10. Should you need to cancel your booking, notify Almond Valley in writing. If you cancel the party less than 14 days before the date of your party, your deposit is non-refundable although rescheduling to a mutually agreeable time is possible in the event of a cancellation.

Dietary Requirements and Food

11. The Party Organiser must confirm any dietary requirements 5 days before the party is due to take place.
12. Allergens, intolerances, and ingredients: A member of our team who can provide allergen information for both pre-packaged and non-prepackaged party food and drink. Information on our food concerning the 14 ingredients regarded as allergens by the Food Standards Agency, is available on request. The Party Organiser is responsible for managing any food consumed by any guests with allergies, intolerances, or food hypersensitivities at all times.
13. Almond Valley Heritage Centre does not provide birthday cakes. The Party Organiser is requested to make their own provisions in this respect. Cakes requiring refrigeration are not recommended since we are not able to offer this service. We can provide a knife for cutting the cake and plates.
14. No other food or drink may be brought into the Party Room.

On the Day

15. The Party Organiser must meet all their guests at the front of the building before the start of the party, all guests must enter as group.
16. Should you encounter any difficulties during your party, please ask a member of the team immediately, who will endeavour to resolve any issues on the spot.
17. Please note that any complaints regarding party food must be raised on the day of the party.

Decoration and Property

18. There is a Bluetooth speaker in the Party Room that can be used by on the day, we ask that it is left in working order after the party.
19. Parents should note that the Party Room is in constant use. Hence the use of party poppers, piñatas, streamers, smoke/bubble machines and indoor fireworks are not permitted in the Party Room.



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20. The Party Room is decorated with colourful bunting, should the Party Organiser wish to add any other decorations, these will be at their expense. No pins or cello tape are to be used on the walls or wood, Blue Tac is recommended. Any decorations that are put up by the Party Organiser must be taken down before they leave the Party Room.
21. The Party Organiser is entirely responsible for the shoes, gifts, coats, and other clothing during the party. Please be aware that the management does not accept responsibility for customers' property lost or damaged on the premises.

Safety

While Almond Valley Heritage Centre staff and management endeavour to ensure the safety of all visitors, it remains the responsibility of accompanying adults (a person aged 18 or over) to supervise the children in their care while visiting the facility. All children must be accompanied by a responsible adult and remain the responsibility of said adult at all times.

- Accompanying adults must remain on site at all times and in view of child/children. Monitor their child to ensure that they can use the equipment/rides safely.
- Parents and guardians know their child's capabilities and behaviour best and should ensure an appropriate level of supervision to reflect this.
- Children are advised to wear long-sleeved shirts and long trousers and must always wear socks to minimise the risk of personal injury while playing in Soft Play. Tops should be tucked into bottom garments when using the slides on the play equipment. Children must remove shoes, spectacles, jewellery, and badges before entering the play area.
- No food, drink or chewing gum may be consumed in the play areas.
- All age and height restrictions imposed by the management must be adhered to. Soft Play is restricted to children 8 years old and younger and under 140cm in height.
- In the event of an emergency evacuation of the building, our staff will take immediate action to guide everyone to the nearest Assembly Point. Please meet the children you are accompanying and guide them to the nearest fire exit.
- Anyone going on the Tractor/Trailer Ride must follow the safety instructions from the driver. No buggies are allowed on the Ride, we can accommodate wheelchairs.
- The Almond Valley Heritage Centre Team are here to help adults and children to make sure that everyone has an enjoyable time. Please be aware, however, that it is company policy not to tolerate any abusive or aggressive behaviour towards our team or other customers. Any such behaviour may result in customers being asked to leave the premises.
- The Party Organiser must ensure that there are an adequate number of adults present for the supervision of their charges. We suggest allowing one adult for every 5 children.
- Strictly no smoking or vaping inside any of the buildings on site including on the Tractor Ride.
- If you are unable to locate your child, ask one of the team and we will help find them. Please inform us if you or your child has any sort of accident, however minor, so they can be checked out by a trained first aider.
- All visits must be undertaken in line with any current Government restrictions.

Almond Valley Heritage Centre encourages children to play and explore in a safe and stimulating environment. As such, there are inherent risks that are always associated with children playing and having fun together. These include children being exposed to moderate physical activity. Children tripping, falling, and bumping into fixed objects and other children.

Almond Valley Heritage Centre has taken every reasonable step to control these risks through the design, maintenance, and operation of the facility. However, it is impossible to eliminate such risks whilst providing a stimulating environment and parents/guardians must accept and recognise the risk.