



Outdoor Explorers Party Booking Policy

We're so excited to help you celebrate your little one with a truly magical outdoor experience. To make sure everything runs smoothly and is fair for all families, please take a moment to read our booking policy.

1. Booking & Deposit

- A non-refundable £100 deposit is required to secure your chosen date and time.
- The remaining balance is due 7 days prior to the party.
- Your booking is only confirmed once the deposit has been received and we've sent confirmation in writing.

2. What Your Booking Includes

Each party includes:

- A fully prepared outdoor play session tailored to your child's interests and age group
- All resources, setup, and clear-down
- Up to 15 children (additional children may be added for a small fee)

Full details of what's included will be outlined in your personalised party plan.

3. Cancellations & Rescheduling

We know that life with little ones is full of surprises, and we aim to be as understanding as possible.

- Deposits are non-refundable, as they cover preparation time and resources.
- If you need to cancel more than 14 days before your party, we can transfer your deposit to another date within 6 months (subject to availability).

-If you cancel within 14 days, we'll do our best to offer an alternative date, but please note this isn't guaranteed. A rebooking fee will apply to cover preparation costs already incurred.

If you need to reschedule within 14 days of your original party date, a £30 rebooking fee will apply to cover preparation time and resources already committed.

- In exceptional circumstances (e.g. serious illness, family emergency), please contact us directly. We will always try to support you where possible.

4. Weather Policy

Our sessions are designed to embrace the elements — a little rain won't stop us! However:

- If weather conditions are deemed unsafe (e.g. high winds, storms), we will work with you to reschedule.
- We advise all children and adults come dressed for the weather, and we'll provide advice on what to wear.

5. Safety & Supervision

- All children remain the responsibility of their parent/carer during the party.
- We will carry out a full risk assessment and provide a qualified, DBS-checked session leader.
- We ask that at least one adult is present for every 4 children under 5.

6. Special Requirements

Please let us know in advance about any allergies, medical needs or additional support requirements so we can plan accordingly.