

Welcome to our Freedom Parties, where we strive to provide a safe, fun, and engaging environment for children. In order to ensure that all of our parties are enjoyable and run smoothly, we have established the following terms and conditions:

### **Confirmation of Booking**

- Parties must be booked and paid for in advance to secure the date and time.
- A non-refundable deposit of 50% is required at the time of booking.
- The remaining balance is then due 7 days before hand via the online payment link.
- Failure to pay your deposit will result in the cancellation of your party.

### **Cancellation and Rescheduling**

- Should you need to cancel your party, we are unable to refund your deposit.
- If you are no longer able to hold your event on the booked date, we will do our best to reschedule your party to an alternative date.
- Parties cancelled with less than 7 days notice will still be liable to pay the full amount.
- Should Freedom Academy need to cancel your booking due to unforeseen circumstances you will receive a full refund.

Our office hours are Tuesday to Friday 10am to 3pm.

If you need to cancel or reschedule your party and you are calling out of office hours please **text** our number 07530061658 and we will get back to you as soon as possible.

### **Party Numbers**

- There is a limit of 30 children per party.
- Additional guests may be accommodated with prior approval and an additional fee.
- We have the right to stop a party if numbers are higher than this without prior notice.

### **For parties held at your home or venue**

#### Travel and Parking

- All party prices include travel
- Any parking charges will need to be paid by the person booking the party not the our party hosts.
- If we encounter any travel issues on the way to the party we will notify the main party contact straight away.

#### Party Host's Details

- We will not give you the contact details of our party hosts.
- Any discussion regarding your party will be done via our office.
- Your party host will have the main party contact details if they need to contact you on the day of the party for any reason they can do.

#### Health and Safety

- There must be a responsible parent or adult present at all times to monitor and oversee all children.
- Our Party Host's priority is to entertain your guests.
- Freedom Academy are not responsible for any injury or accident that may occur during your event.
- Our staff have the right to work in a suitable and safe environment for hosting a party. This includes needing adequate space without obstacles and in a suitable area.
- Any space that is deemed unsuitable by our Party Hosts or management may result in the party being stopped or limited activities taking place. There will be no compensation in this instance.

## **For parties held at our venue**

### On the day

- Please note that you have access to your party room up to 30 minutes prior to the party start time. Your party manager will be ready to welcome you and assist with setting up.
- Parents or guardians are responsible for providing food, drinks, party favours and decorations for the party.
- Guests should arrive no more than 10 minutes before the party start time.

### Party structure

- The party duration is 1.5 hours, which includes a 1 hour party package of your choice led by our party host, followed by 30 minutes for food, cake, and gifts.

### Food and Drink

- We will provide tables and chairs for food, cake and presents.
- Parents are responsible for providing the cake, drinks, any other food or snacks and table wear.
- No food or drinks are allowed in the party hall area.

### Supervision

- At least one Parent or guardian should be present and are responsible for the supervision and behaviour of their child and party guests during the party.

### Cleaning Up

- We kindly ask that anything brought with you to the party is removed afterwards.
- Please place all rubbish in the bin bags provided
- Empty helium gas cannisters must be removed from site.
- Our venue must be left in the same condition as it was found. Any damage or mess caused during the party will result in additional charges.

## **Pictures and videos**

Our party hosts will take photographs and videos from time to time for publicity purposes. Please let us know if you would prefer us not to do this.

## **Complaints Procedure**

In the unlikely event you would like to complain about any aspect of your experience please email [info@freedomacademy.co.uk](mailto:info@freedomacademy.co.uk) and ask for a copy of our complaints procedure. We are always looking for ways to improve and welcome your feedback.