

Booking Conditions

Fairthorne Manor Activity Birthday Parties

YMCA Fairthorne Group is a company limited by guarantee in England and Wales. Company Number 4336719. Registered Charity Number 1090981, Registered Office Fairthorne Manor, Curdridge, Southampton SO30 2GH

1.0 Permission and Responsibility

- ▶ Bookings will only be accepted by a parent or person acting in loco parentis for the birthday child.
- ▶ The person making the booking accepts responsibility for checking all details on the booking confirmation are correct and has 7 working days to inform YMCA Fairthorne Group (YMCAFG) of any omissions or errors. After this time, amendments or cancellations are subject to the relevant administration fee.
- ▶ At least 2 adults must always accompany and be responsible for the group.

2.0 Booking Information

- ▶ At the time of booking, all relevant information requested must be provided.
- ▶ The person making the booking is responsible for updating YMCAFG of any changes to the details provided at the time of booking including support and dietary requirements.
- ▶ Omitted or inaccurate information will cause your booking to become invalid.

3.0 Emergency Medical Treatment

- ▶ In the event of a medical emergency, first aid will be administered where deemed necessary by YMCA FG first aid qualified staff. Attendance at a YMCAFG birthday party assumes this first aid consent is in place from all parents of children attending.
- ▶ In the event of a medical emergency, we will make every effort to contact parents/guardians before arranging medical treatment. If this is not possible, we will inform you at the earliest possible time afterwards.
- ▶ Children who are unwell or infectious are asked to stay at home in order to get well and prevent the spread of further infection in line with Public Health England guidance. No refunds will be given in the event of unused days.

4.0 Payment, Cancellation and Amendments

Charges

- ▶ There is a minimum charge of 10 children per party.

Payment

- ▶ Payment must be made for the minimum numbers in full at time of booking payable by card/contactless. Childcare Vouchers or Tax Free Childcare cannot be used to pay for birthday parties.
- ▶ Bookings are only confirmed when full payment is received for the party.

Amendments, Cancellations & Refunds

- ▶ In accordance with the 2014 Consumer Contracts Regulations, you have 14 days from the date of booking to cancel and receive a full refund. All cancellations must be made in writing by email. If the Birthday Party date is within 14 days of the booking date, your cancellation rights end 48 hours prior to the party date and a refund will not be given. No refunds will be made for children not attending.
- ▶ Date changes to parties are subject to availability and will incur an administration fee of £10 per date change.
- ▶ Refunds are not available for cancellations within 14 days of the party date.
- ▶ Cancellations 14-30 days written notice prior to the party will receive a refund of 50%.
- ▶ Cancellations with more than 30 days written notice will receive a refund of 80%.

- ▶ Any cancellations made by YMCAFG will be refunded in full.
- ▶ YMCAFG reserves the right to terminate any booking which fails to meet these Booking Conditions. In these instances, no refund will be given.

5.0 Liability

- ▶ YMCAFG accepts full responsibility for the acts or omissions of its employees, providing they are acting within the scope of their employment.
- ▶ YMCAFG has public liability insurance cover up to £10 million.
- ▶ YMCAFG accepts no responsibility for the acts or omissions of its clients whether negligent or otherwise and shall not be liable for claims made against them, either by other clients or third parties.
- ▶ Party organisers are responsible for the cost of repairs necessitated by any wilful damage caused.
- ▶ Party organisers are responsible for ensuring high standards of conduct within their group. Children displaying inappropriate and antisocial behaviour may, as a last resort, be excluded from the party without refund. A copy of the YMCAFG Behaviour Policy is available on request.
- ▶ YMCAFG does not accept responsibility for guests' property of any description. Parents should ensure items are adequately labelled and covered by insurance.

6.0 Photographs

Photographs and videos may be taken by us of the children which may be used in future publicity, on our social media channels or YMCAFG website. Please inform us if you do not wish us to video or photograph any child attending the party.

7.0 Room use

YMCAFG cannot guarantee exclusive use of the function rooms.

8.0

Smoking is not permitted in any building or activity areas.

9.0 Disclosure & Data Security

In line with GDPR, we have measures in place to protect the personal booking information held by us. Family and child details will not be disclosed to any third parties (other than those contracted to deliver services on behalf of YMCA FG) and will only be used to fulfil visit administration and to communicate details of YMCAs products and services. For further information regarding our use of your data, visit www.ymca-fg.org/privacy-cookie-policy.

26/11/23 JH