

## Sycamore Adventure Centre party terms and conditions

### Bookings

- All bookings must be made using Sycamore Adventure's website. This is the party booking link <https://www.sycamoreadventure.co.uk/party-book> for help contact the team on 01384 813755 or [play@sycamoreadventure.co.uk](mailto:play@sycamoreadventure.co.uk)
- Sycamore Adventure reserves the right to refuse any application at its discretion and without stating its reason for doing so.
- Bookings will not be considered from persons under 18 years of age.
- Bookings will only be accepted upon completion of the official booking form.
- All parties will receive confirmation within 7 days of the booking.

### Payment

- Once bookings have been confirmed, the person/organisation completing the booking form shall be deemed to be the hirer and, as such, the person/organisation responsible to Sycamore Adventure for the payment of the booking and for observance of the following regulations.
- Payment of deposit confirms the party reservation.
- Payment of deposit for a party at Sycamore Adventure must be made online at <https://www.civicaepay.co.uk/DudleyEstore/estore/default/Catalog/Index?newSearch=False>
- Deposits must be paid within 7 days of making the reservation.
- The full party balance must be paid 14 days before the party.

### Conditions and Regulations

- If the hirer wishes to cancel or re-schedule a booking the hirer must give Sycamore Adventure 14 days notice in writing, prior to the event. If the Hirer does not give 14 days written notice of cancellation, Sycamore Adventure will be required to cover the cost of lost income. Your deposit will be retained.
- Sycamore Adventure may re-schedule your booking where events beyond our control mean the booking cannot take place on the selected date. In such circumstances every effort will be made to accommodate the booking on an alternative date of your choice. In such circumstances,

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we will try to give 14 days written notice of any cancellation, but this may not always be possible, in which case we will give you as much notice as possible. Where we are unable to offer a suitable alternative date for your booking, there will be no charge made to the hirer.

### **Use of Premises**

- All bookings held at Sycamore Adventure will require the hirer to adhere to the capacity levels as stipulated for the event.
- In the event that the hirer exceeds the capacity levels, Sycamore Adventure reserves the right to cancel the event immediately, in the event that the hirer breaches the term of hire.
- All bookings held at Sycamore Adventure will require suitable levels of adult supervision. The play staff member provided will not be responsible for the supervision or behaviour of children and young people who attend the centre. Sycamore staff do not provide any form of childcare.
- Unless due to the negligence of Sycamore Adventure or breach of statutory duty by the Centre, the hirer shall be responsible for their visitors/invitees during the booking including their safety and well-being whilst attending.
- Sycamore Adventure can provide parking for up to 60 cars within walking distance of the centre. Under no circumstances will Sycamore Adventure accept any responsibility for loss of, or damage to, any car or other vehicle which in connection with the function is brought or left within the precincts of Sycamore Adventure.
- Smoking, vaping, using e-cigarettes and the consumption of alcoholic beverages is not permitted on any part of the Sycamore Adventure.
- Food and other beverages can be brought into the centre by hirers.

### **Hirer's Equipment**

- Hirer's own or contracted electrical equipment cannot be used within the centre unless evidence of recent PAT testing can be provided. This includes the equipment of any entertainers the hirer may use.
- Sycamore Adventure cannot accept responsibility for any equipment provide by, for, or on behalf of the hirer, left unattended prior to, during, or after the event.

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- Where those making a booking wish to bring their own entertainers, evidence of suitable safeguarding checks (e.g. DBS checks) will be required.
- The Hirer shall take all reasonable precautions to ensure that no damage occurs to the property of Sycamore Adventure during the event.
- In the event of any damage occurring, Sycamore Adventure reserves the right to render the hirer liable for the replacement or repair of any damaged property.
- The Hirer is not permitted to affix, hang or otherwise any items on the furniture or walls of the centre by using nails, screws, drawing pins or any other means, unless agreed by Sycamore Adventure.

### **Conduct**

- The hirer shall ensure that the event is conducted in an orderly fashion without causing a nuisance and in full compliance with any health and safety policy of Sycamore Adventure and with all applicable laws and regulations.
- Sycamore Adventure have the right and ability to eject any persons from the centre during events, where nuisance or breach of the conditions is concerned.

### **Equal Opportunities**

- We expect all bookings made at the centre to model Sycamore Adventure's positive inclusion policy. The aim of the policy is to ensure that no individual or organisation receives less favourable treatment on grounds of sex, race, colour, nationality, ethnic or national origin, disability, marital status, sexual orientation, social class, responsibility for dependants, age, trade union or political activities, religious beliefs, spent offences or is disadvantaged by any conditions or requirements which cannot be shown to be justified. Bookings will not be taken from organisations that support extreme views and beliefs which contradict our policy.