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## Terms and conditions for children's parties

### 1 General

- 1.1 Maximum capacity numbers for each party are detailed on our website and are our recommendation for customer comfort.
- 1.2 These terms and conditions do not relate to external entertainment arrangements ie hired bouncy castles or entertainers. These organisations will have their own terms, conditions and payment process and are a separate contractual agreement.
- 1.3 The right to use Lift for parties is not transferable and the hirer may not transfer or sub-let the booking.

### 2 Making a booking

- 2.1 Fill in a party request form and email to [bookings@isledon.co.uk](mailto:bookings@isledon.co.uk) OR call 020 3727 0983. By submitting this form you are agreeing to these term and conditions.
- 2.2 Booking times are when the party starts and ends. You can arrive at least 15 minutes prior to the booking time. All children should be collected at the time the party ends.
- 2.3 You will be advised by email of the total costs of the party on the submission of your booking form. All costs quoted include VAT. You must confirm by the date as advised in the email.
- 2.4 A PayByLink request will then be sent. The provisional booking will only stand for the number of days as indicated on the PayByLink request. The booking is only confirmed once the full cost of the room hire has been paid. Failure to pay by this date will result in the booking being cancelled.

- 2.5 An additional fee is payable any time facilities are retained by the hirer after the contractual period has expired.

### 3 Catering

- 3.1 All catering and refreshments required will be provided in-house by Lift Kitchen. The only exceptions to this are birthday cakes, we can supply or you can bring your own.
- 3.2 We aim to cater well for people with allergies or special dietary requirements however can only provide this food if with prior knowledge and agreement.
- 3.3 The menus are available on the Lift website. Bespoke menus can be arranged on request.
- 3.4 The booking of catering should be done as part of the process for hiring space. Exact numbers must be confirmed before 10am on the Monday before the party. A PayByLink request for the catering will then be issued and must be paid with 24hrs.
- 3.5 Food and beverages will be delivered to the room or space that you have hired at the time agreed.

### 4 Cancelling a booking

- 4.1 If the hirer has to cancel the event then this must be done in writing via email.
- 4.2 If the hirer cancels more than two weeks in advance the room hire will be returned minus an admin fee of £20.
- 4.3 If the hirer cancels less than two weeks before the event the hirer will forfeit the room hire. If the hirer cancels between confirming the food numbers and the event then the catering will be charged for in full.

- 4.4 Isledon Arts reserve the right to close or prohibit the use of any facilities at its discretion, for example
- if the booking is not in accordance with the use indicated at the time of booking
  - on any grounds of health and safety
  - if there is a breach of these Terms and Conditions
- 4.5 Isledon Arts will not be liable for any expenditure incurred, or loss sustained, directly or indirectly by the hirer arising from a cancellation of this nature.
- 4.6 Isledon Arts reserves the right to cancel bookings at any time for circumstances that may arise that are beyond our control and/or would endanger clients, users, staff or anyone within the premises. While Isledon Arts will give as much notice as possible we cannot be held responsible for any loss incurred from such cancellations.

## 5 Supervision and security

- 5.1 Lift always has at least one first aid qualified member of staff on duty. All our staff are DBS (CRB) checked.
- 5.2 Any children under the age of 8 years old should have an accompanying adult with them on a ratio of one adult to four children.
- 5.3 Isledon Arts cannot accept under any circumstances accept responsibility or liability in respect of any property left on the premises by the hirer or any other person.

## 6 Health & Safety

- 6.1 The hirer will, in liaison with the duty manager, ensure that all parents helping

with supervision maintain adequate standards of health and safety throughout the booking and will be aware of the buildings fire and evacuation procedures.

- 6.2 All electrical items brought into the building by the hirer must have been subjected to Portable Appliance Testing. Any found to be without a PAT test label will have to be removed immediately. We have a CD players and iPod docks available for use.
- 6.3 The hirer shall not interfere with any part of the premises or equipment or use anything other than white-tack for fixing decorations.
- 6.4 The hirer agrees to pay the cost of repairing or making good any loss or damage that arises during the party.
- 6.5 Tea lights, sparklers and incense are not permitted. Candles are only permitted as part of the birthday cake.
- 6.6 Isledon Arts reserve the right to refuse entry to any person at any time and remove any person from the premises or its immediate surrounds.