

Hardwick Park Birthday Party: Terms and Conditions

Payment Policy

- A 50% deposit is required to confirm your booking.
- The remaining balance must be paid 7 working days (not including weekends) prior to the party date.
- Payment cannot be taken on the day of the party.

Payment can be made by:

- Debit card
- Credit Card
- Cash in person (Prior arrangement only)

Please confirm guest numbers, dietary requirements and any other information that may be relevant to our party leaders when paying the balance.

Food

Please let us know of any dietary requirements as soon as possible. If not done at time of booking this must be done a maximum of 7 days prior to the party date.

Each child will receive a themed sandwich box containing:

- Crisps
- Yoghurt
- Chocolate bar
- Fruit/ Babybel
- Flavoured drink
- Sandwiches will be ham and cheese. Half of the party boxes will contain ham and half will contain cheese. Signs will be clearly displayed with ingredients listed for parents to choose as appropriate for their child in accordance with Natasha's Law.

NB: party box contents may alter depending on availability. Please notify us of any dietary requirements.

Additional Children

Arrangements can be made for an additional 5 children if required at £5 per head. This must be agreed with Hardwick staff a minimum 7 days prior to the party.

Adult supervision

We require some adults to remain with the party group at all times. We recommend:

- One adult for every two children aged 3-5
- One adult for every three children aged 6-8
- One adult for every six children aged 9-12

Behaviour

Behaviour of children attending the party remains with the parents or the party organiser; it is not the responsibility of the staff delivering the activity. Should an issue arise we will ask for it to be addressed or if necessary cancel the planned activity.

Weather

Come rain or shine we will be there to deliver your birthday party. There is no such thing as bad weather, see kit list on our website for advice on clothing.

Cancellation by you

We understand that sometimes the best of plans need to change. Should you need to cancel your party for whatever reason, we will require notification:

- Receive a full refund if cancelling within 14 working days (not including weekends) of your booked date.
- If you cancel within 7 working days of the event your deposit will not be refunded but any remaining balance will.

Cancellation by us

Should Hardwick Park cancel your party a full refund will be given.

Staff Absence

In the event of a staff absence where we are unable to offer alternative staffing you will be contacted as early as possible and will have the options of

- a full refund for cancellation
- a refund and the party can go ahead with use of the yurt and a party box provided with crafts for you to use. Food will still be provided by the café and a member of staff on site will greet you and check if you need any assistance.

Decoration

The room will be decorated with colourful bunting and some themed bunting along with tablecloths on the side and food tables. You can bring extra decorations if you wish however, we do ask that they are hung using blu-tac or tied onto the interior wood rather than using sellotape.

Further Information

You can bring additional food and drink to the party if you require however, please note we do not have any facilities for keeping food hot/cold or appliances e.g fridge/kettle available.