



Birthday party Terms and Conditions

These terms and conditions apply to all birthday parties hosted by Cambridge Forest Schools.

General

- We recommend you meet your guests at an earlier time at the car park and arrive at the venue together at your party start time. Unfortunately, any lateness will result in lost time from your party.
- All parties have a recommended adult:child ratio of 1:5. These adults will be responsible for children during 'free play' in the woodland.
- Parents may attend where necessary but we do not extend numbers to accommodate siblings.
- Those attending the party should wear clothing appropriate to the weather and protection from nettles. The customer is responsible for informing guests as such.

Bookings and Payment

- On confirmation of booking, customers will be invoiced for the full amount of the party for 10 children.
- Bookings may be cancelled at no charge within the 'cooling off period' of up to 72 hours after the booking has been confirmed.
- We will try (but cannot guarantee) to accommodate additional attendees and you will be charged for each additional guest at a rate of 10% of flat fee and the charge for food if booked.

Cancellations and refunds

Cancellation by customer

- Bookings cancelled after the 'cooling off period' will not be entitled to a refund but will be offered a reschedule.
- If a reschedule cannot be agreed, the customer will incur a 100% fee.
- No refunds will be given for guests who do not attend the party or group session
- In extenuating circumstances (includes isolating due to covid), party bookings may be moved to future dates but we ask that you contact us directly. Any party package moved to a future date forfeits the right for any refund.

Cancellation by Cambridge Forest Schools

- In the unlikely event of the event being cancelled by Cambridge Forest Schools, a full refund will be made unless the customer transfers the party booking to an alternative date.
- For all bookings, the liability of Cambridge Forest Schools shall be limited to the amount of the fee actually paid to Cambridge Forest Schools by the customer.

Food and drinks

- The Customer should order food at the time of party booking however, it is possible to add food onto the original party booking up to 2 weeks before the day of the party.

- The customer must inform Cambridge Forest Schools of any dietary requirements and allergies no later than 1 week before the party.
- Cambridge Forest Schools will endeavour to source food as is on the party food list but reserve the right to substitute with a suitable alternative should that particular food be unavailable.
- Customers may bring a cake to be consumed at the party within the allocated party slot at a time arranged with the party leader on the day.
- Cambridge Forest Schools only provide food for children attending the party.
- No alcohol or cigarettes are allowed on the woodland site.

First aid and medicines

- All Cambridge Forest Schools party leaders are first aid trained and carry emergency first aid equipment.
- Customers are required to gain parental consent for each guest giving permission for party leaders to administer emergency first aid and/or pain relief medicine if required.
- The customer must inform Cambridge Forest Schools of any additional needs, medical conditions or allergies relevant to a woodland party for any guests.
- Party leaders will not administer routine medicines. This is the responsibility of the customer or parents in attendance.