

Yorkshire CREATE

Children's Party Booking & Cancellation Policy

Policy Date: January 2026

Review Date: January 2027

Approved By: Rowena Lloyd



1. Booking & Confirmation

1.1 All children's party bookings must be made via our online booking form.

1.2 A non-refundable deposit of **25% of the total party cost** is required to secure your booking.

1.3 Your party date and time are not confirmed until the deposit has been received and written confirmation has been issued by Yorkshire CREATE.

1.4 The remaining balance must be paid in full no later than **21 days prior** to the party date. Failure to make final payment by this date may result in cancellation of your booking.

2. Party Details & Guest Numbers

2.1 Final guest numbers must be confirmed at least **7 days prior** to the party.

2.2 The confirmed number of guests will be used to calculate the final balance due if applicable.

2.3 Increases in guest numbers are subject to capacity limits and availability. Additional charges may apply.

2.4 The customer is responsible for ensuring all children are appropriately supervised throughout the event.

3. Cancellations by Customer

3.1 All cancellations must be made by email.

3.2 The following cancellation terms apply:

- **More than 21 days before the event:**
Any payments made beyond the deposit will be refunded. The deposit remains non-refundable.
- **Between 14–20 days before the event:**
50% of the total party cost will be payable. Any amount already paid beyond this will be refunded.
- **Less than 14 days before the event:**
The full party cost is non-refundable.

3.3 At the discretion of the Yorkshire CREATE, bookings may be transferred to an alternative date if notice is given at least 14 days prior to the original event date and subject to availability.

4. Cancellations by the Yorkshire CREATE

4.1 In the unlikely event that Yorkshire CREATE is required to cancel your booking due to circumstances beyond our control (including but not limited to building closure, staff illness, or safety concerns), you will be offered:

- A full refund of all payments made; or
- The option to transfer your booking to an alternative date (subject to availability).

4.2 Yorkshire CREATE's liability shall be limited to the total amount paid for the party booking.

5. Changes to Bookings

5.1 Requests for changes to party details (such as time, package elements, or catering) must be made by email.

5.2 Changes are subject to availability and may incur additional charges.

6. Health, Safety & Supervision

6.1 The customer is responsible for the behaviour and supervision of all children attending the event.

6.2 Yorkshire CREATE reserves the right to end an event early if behaviour poses a risk to safety, property, or staff. No refund will be issued in such circumstances.

6.3 All guests must comply with Yorkshire CREATE's health and safety policies.

7. Damage & Liability

7.1 The customer agrees to cover the cost of any damage to Yorkshire CREATE property caused by attendees during the event.

7.2 Personal belongings are brought onto the premises at the owner's risk.

8. Force Majeure

Yorkshire CREATE shall not be liable for failure to perform its obligations where such failure is caused by events beyond reasonable control, including but not limited to extreme weather, government restrictions, or utility failure.

Customer Name: _____

Customer Signature: _____ Date: _____

Yorkshire CREATE Staff Name: _____

Yorkshire CREATE Staff Signature: _____ Date: _____

Position within Yorkshire CREATE: _____