

# Party Package Terms & Conditions

## Femtinis Learning Hub: Parties at the Hub

These Terms & Conditions apply specifically to all private party bookings, celebrations, and venue hire packages at Femtinis Learning Hub, including the Create, Explore, and Discover Packages outlined in the Party Hire Guide and Party Quote documentation.

These Terms are supplementary to the general Femtinis Learning Hub Workshops & Sessions Terms & Conditions. Where relevant, both documents apply.

By paying a deposit, confirming a booking, or attending a party/event, the booking client (“the Client”) agrees to these Terms.

## 1. Booking & Payment

### 1.1 Deposits

- A 50% non-refundable deposit is required to secure all party bookings.
- Dates and times are not reserved until the deposit has been received.
- Deposits are non-refundable under all circumstances except where the event is cancelled by Femtinis.

### 1.2 Final Balance

- The remaining balance must be paid no later than 7 days before the event date.
- Failure to pay by the deadline may result in cancellation of the booking and loss of the deposit.

### 1.3 Additional Guests

- Final guest numbers must be confirmed at least 7 days prior to the event.
- Additional guests may only be added subject to capacity, staffing, and safety limits.
- Additional guest charges apply in line with the agreed package pricing.

## 2. Cancellations & Changes

### 2.1 Client Cancellations

- All deposits are strictly non-refundable.

- If cancellation occurs within 7 days of the event, the full remaining balance remains payable.
- No refunds or credits will be provided for:
  - Change of mind,
  - Illness,
  - Poor attendance,
  - Travel disruption,
  - Personal circumstances,
  - Weather concerns where the venue remains operational.

## 2.2 Changes to Bookings

- Requests to amend dates, times, guest numbers, or packages are subject to availability and may incur additional charges.
- Femtos is under no obligation to accommodate changes once a booking has been confirmed.

## 3. Damage, Breakages & Cleaning

### 3.1 Responsibility for Damage

- The Client accepts full responsibility for any damage caused by guests attending the event, including children and accompanying adults.
- This includes damage to:
  - Equipment,
  - Furniture,
  - Decorations,
  - Walls,
  - Flooring,
  - Toilets,
  - Outdoor spaces,
  - Activity materials,
  - Fixtures and fittings.

### 3.2 Recovery of Costs

- Femtos reserves the right to invoice the Client for:
  - Repairs,
  - Replacement costs,
  - Specialist cleaning,
  - Labour,
  - Loss of business caused by damage or misuse.

### 3.3 Excessive Mess

- Standard cleaning is included within the booking.
- Excessive mess, staining, food waste, glitter, confetti, slime misuse, or damage requiring additional cleaning may incur additional charges.

## 4. Behaviour & Supervision

### 4.1 Guest Conduct

- All guests are expected to behave respectfully toward:
  - Staff,
  - Other attendees,
  - The premises,
  - Equipment,
  - Neighbouring businesses.

### 4.2 Supervision

- For drop-off style parties and larger group celebrations, accompanying adults may not remain onsite due to space, safeguarding, operational, or experience considerations. Group limits and adult attendance arrangements are determined by Femtinis and may vary depending on the package, age group, season, staffing, and event format.
- During hosted activities, Femtinis staff supervise and facilitate the structured session; however, parents/carers remain ultimately responsible for:
  - ensuring their child is suitable to attend,
  - disclosing relevant medical, behavioural, or additional support needs,
  - ensuring emergency contact details remain available throughout the event,
  - and arranging prompt collection if requested.
- Where a child's behaviour, medical needs, emotional regulation, or support requirements prevent safe participation within the staffing structure of the event, parents/carers may be contacted and required to collect their child early.
- Femtinis does not provide one-to-one childcare, behavioural support, or specialist supervision unless explicitly agreed in writing in advance.

### 4.3 Unsafe or Disruptive Behaviour

- Femtinis reserves the right to:
  - Remove individuals from activities,
  - Refuse entry,
  - End activities early,
  - Terminate the event where behaviour is unsafe, abusive, destructive, or disruptive.

- No refunds will be issued where this occurs.

## 5. Timing, Arrival & Collection

### 5.1 Party Timing

- Party timings relate to the hosted celebration experience itself only.
- Setup, preparation, staff briefing, and post-event cleaning/resetting are carried out by the Femtinis team outside of the stated party time and are not included within the guest attendance window.
- Guests must not arrive more than 10 minutes before the stated party start time unless explicitly agreed in advance.
- Early arrival may result in guests being asked to wait outside the venue until the party is ready to begin.

### 5.2 Collection & Late Pick-Up

- Children must be collected promptly at the stated party finish time.
- A 15-minute grace period is permitted for collection.
- After the grace period, standard late collection charges will apply in line with Femtinis operational policies.
- Repeated late collection may impact the ability to make future bookings.

### 5.3 Extended Stay & Unauthorised Use of the Venue

- Guests may not remain onsite beyond the agreed collection period unless explicitly authorised by Femtinis staff.
- Femtinis reserves the right to request that guests leave promptly to allow venue reset, cleaning, safeguarding procedures, and preparation for subsequent sessions or events.

## 6. Food, Allergies & External Suppliers

### 6.1 Allergies

- The Client is responsible for informing Femtinis of any known allergies or dietary requirements before the event.
- While reasonable care is taken, we cannot guarantee an allergen-free environment.

### 6.2 External Food & Cakes

- External food, birthday cakes, and treats are brought onsite at the Client's own risk and must be agreed by Femtinis in advance.
- Femtinis has the right to refuse external food items.
- Femtinis accepts no liability for food prepared or supplied by third parties.

### **6.3 External Suppliers**

- External entertainers, caterers, decorators, or suppliers require prior approval from Femtinis.

## **7. Photography, Video & Social Media**

### **7.1 Capturing the Celebration**

- At Femtinis, we love capturing the creativity, excitement, and memorable moments that take place during our parties and celebrations. Photographs and short video clips may therefore be taken during events for use in:
  - Social media,
  - Marketing materials,
  - Promotional content,
  - Website content,
  - Printed materials,
  - Internal presentations and reports.
- We believe these moments help showcase the experiences created at the Femtinis Learning Hub and celebrate the creativity and curiosity of the children attending.

### **7.2 Consent**

- Permission for photography and video involving identifiable children will be requested from parents/carers as part of the booking or registration process.
- Where consent is not provided, reasonable efforts will be made to avoid identifiable images of that child being used in promotional materials.
- Due to the nature of group events, we cannot guarantee that children will never appear incidentally in background footage, crowd shots, or non-identifiable images.

### **7.3 Guest Photography**

- Guests are welcome to take casual photographs for personal use during the event.
- Photography or recording intended for commercial use, reproduction of activities, or redistribution of Femtinis content, resources, or party structures is not permitted without prior written permission.

## 8. Liability

- Participation in party activities carries an inherent level of risk.
- Feminos accepts no liability for:
  - Lost or damaged belongings,
  - Injuries resulting from failure to follow instructions,
  - Guest-to-guest incidents,
  - Allergic reactions where information was not disclosed,
  - Damage caused by attendees.
- Nothing within these Terms excludes liability where exclusion is unlawful under English law.

## 9. Right to Refuse Bookings

Feminos reserves the right to refuse, cancel, or decline future bookings where there has been:

- Damage to the venue,
- Aggressive behaviour,
- Abuse toward staff,
- Repeated breaches of terms,
- Non-payment,
- Conduct incompatible with the safe operation of the venue.

## 10. Governing Law

These Terms & Conditions are governed by the laws of England and Wales.

Any disputes shall fall under the exclusive jurisdiction of the courts of England and Wales.

## 11. Acceptance

Payment of a deposit or attendance at a party/event confirms acceptance of these Terms & Conditions.