

# Birthday Party Terms and Conditions



1. Undertaking: You certify that you are over 18 years of age. Confirmation of your Birthday Party enquiry will depend on the availability of your desired venue and/or choice of activity.
2. Full payment must be made at the time of booking to secure your booking. This is the contract between yourself and Live Borders.
3. On receipt of payment we shall confirm your booking to you.
4. Cancellation: If the booking is cancelled less than a month before the party date no refund will be made. Cancellation within 1 –2 months of party date, we shall refund 50% of the charge. Cancellations more than 2 months before the date of the party will result in a refund of the money you have paid minus a £25.00 charge.
5. Responsible Person: You, the booker of the party are bound by contract and are liable for payment of all fees due, including any charges for damage caused by a member of your party.
6. Behaviour: You and your party must comply with decent standards of behaviour during your booking and must show consideration for all other persons in the venue.
7. Children: Children must be under the supervision of responsible adult/party organiser throughout the party, if this person is not the booker their details must be made known at the time of booking.
8. Entry: We reserve the right to refuse entry to any person who, in our opinion, is under the influence of alcohol or drugs, or otherwise not behaving in an acceptable manner.
9. Entry: On the day of your party you will have specific set up and clear up time allocated to your booking. This cannot be exceeded as other bookings may precede or follow on from your booking.
10. When booking an artificial pitch party, participants must wear studded boots when on the pitch. This can be moulded or metal studs.
11. Liability: Live Borders shall not be liable for any loss that you may suffer as a result of any act or omission by any person who is not employed by us. Except in the case of personal injury or death, our total liability to you in respect of all claims arising out of your stay shall not exceed the cost of your booking. We accept no responsibility for your personal belongings whilst they are on the site.
12. Where you have provided party food you are responsible for the well being of your guests and for ensuring that any allergens are notified and catered for during your party.
13. Price Changes: We review prices annually and price changes are generally implemented on 1 April, but we reserve the right to change the prices at any time during the year, your prepaid party price will be retained wherever possible, but we cannot guarantee this for bookings made

in considerable advance. Any bookings cancelled because of price increase would be refunded in full.

14. Problems/Complaints: You are asked to notify us immediately of any shortcomings so that these can be rectified for you immediately.
15. Availability: The booking is made on the understanding that the facilities will be placed at your disposal on the date stated. Should this not be possible due to events outside of our control, for example fire, flood or damage which could force us to cancel your booking, we cannot guarantee to provide an alternative. In which case all monies paid will be returned to you in full.
16. Data Processing: We collect some personal data relating to you to fulfil our business functions relating to your booking, membership and inclusion on our mailing list(s) or in relation to specific business functions. Personal data is held only as long as necessary and is kept to a minimum to meet business requirements. You have the following rights relating to your personal data:

The right to request a copy of the personal data held about you

The right to request that inaccuracies be corrected

The right to request us to stop processing your personal data

The right to lodge a complaint with the Information Commissioner's Office or Fundraising Regulator.