

KEY INFORMATION ABOUT CHILDRENS PARTY BOOKINGS

TO BOOK YOUR PARTY

Go to Eventbrite, pick your date if its available and book and pay

Eventbrite will send you confirmation of booking

Please email us your activity choice after booking to parks@warwickshire.gov.uk

Please note that the named booker will be responsible for complying with the obligations under this contract.

You should read the terms and conditions carefully and ensure that you fully understand them.

PRIVACY NOTICE

Our general customer privacy notice is available on our website here:

<https://www.warwickshire.gov.uk/privacy>

We can also supply a copy to you if you email or write to us at Kingsbury Water Park, Bodymoor Heath lane, Sutton Coldfield, B76 0DY

We will only collect, use and store your personal information in accordance with data protection law. We need to collect personal information about you in this booking form (such as your name and contact details) so that we can arrange your children's party and contact you about it.

PAYMENT AND CANCELLATION TERMS AND CONDITIONS

How to make payment

Payment is taken on Eventbrite at the time of booking

Cancellation by you

You may cancel your booking via Eventbrite at any time, you will be entitled to a full refund (minus eventbrites booking fees) up to 1 day before your activity.

Refunded tickets: Refunds will include the ticket price less the Eventbrite fees (which consist of the payment processing fee and the service fee combined).

Eventbrite's fees are non-refundable, so they won't be returned to the ticket buyer unless the event is cancelled by us, or if the buyer requests a refund for a duplicate charge within 7 days of purchase.

Refunds for non-attendance by customers at events are not accepted

PARTY TERMS AND CONDITIONS

Services provided

We will provide your children's party in accordance with the description of your chosen activities.

Room hire

If your chosen activity includes use of the party room, the following additional conditions apply:

- (a) You are responsible for any breakages and/or damage caused to the room / our equipment and agree to reimburse us for any such damage caused.
- (b) You may not bring external equipment into the room unless it has been agreed with us in writing in advance. Even if we do agree, you are fully responsible for the use of the equipment and for ensuring that it complies with all applicable safety requirements.
- (c) You are responsible for ensuring that the room is left in a clean and tidy condition following use.

Cancelled and postponed events by us

- (a) We reserve the right to cancel your party at any time due to events beyond our control (such as bad weather or staff shortages). In the unlikely event that we cancel your booking, we will offer an alternative date or

provide you with a full refund (unless the reason for the cancellation is due to your breach of these terms & conditions) refunds will be for the entire purchase – that includes the ticket price and the Eventbrite fees.

- (b) We will not be liable to pay you any compensation (other than refund of amounts paid by you) as a result of cancellation under any circumstances.

Safety and behaviour

- (a) You are responsible for the children's behaviour and safety at all times during the party.
- (b) You are responsible for ensuring that the adult to child ratios (as described in the party FAQ) are met. If you do not bring enough adult helpers, we reserve the right to stop the activity and you will not be entitled to a refund.
- (c) If we reasonably believe that anyone's safety is being compromised during the party, we may stop the activity. If this happens, we will not refund any of the cost of the party to you (unless the safety issue has arisen due to something that we have done or failed to do).

Parking and closure of the park

- (a) Your booking includes car parking from 9:30-12:30.
- (b) Please look on the web site for opening and closing times of the park

Changes to your booking

- (a) You may not transfer your booking to another person unless we agree to this in writing.

Complaints

If you have a complaint about your booking or the services provided by us, please contact us in the first instance (contact details above). If we are unable to resolve the issue to your satisfaction, we have a complaint handling process which is available on our website at: <https://www.warwickshire.gov.uk/councilcomplaints>. We can also provide a copy of the policy on request.

Law and jurisdiction

These terms are governed by English law and you can bring legal proceedings in the English courts.