



PARTY BOOKING TERMS & CONDITIONS

1. Booking and Payment

- Full payment is required upfront to secure your party booking.
- The total booking price includes a £70 deposit, which forms part of the overall cost and is not an additional charge.
- Your booking is not confirmed until payment has been received.
- By making payment, you agree to these Terms and Conditions.

2. Deposit

- The £70 deposit is non-refundable if the customer cancels the booking, subject to applicable consumer rights.
- The deposit forms part of the total booking cost and will not be charged separately.
- If Derbyshire Dragons cancels the booking and no suitable alternative date can be agreed, the deposit will be refunded in full along with all other payments made.

3. Cancellations

Customer cancellations

- If the customer chooses to cancel their party, the £70 deposit will be retained by Derbyshire Dragons.
- Any remaining balance paid beyond the £70 deposit will be refunded to the customer.
- Customers should notify Derbyshire Dragons as soon as possible if they need to cancel their booking.

Cancellations by Derbyshire Dragons

- If Derbyshire Dragons needs to cancel a booking, we will endeavour to offer a suitable alternative date.
- If a suitable alternative date cannot be agreed, the customer will receive a full refund of all payments made, including the £70 deposit.

4. Changes to Booking Dates

- We understand that plans can change, and we will do our best to accommodate requests to move a party booking to another date.
- All date changes are subject to availability and cannot be guaranteed.
- Derbyshire Dragons operates regular classes, gradings, competitions and other club events. These commitments may affect the availability of alternative dates and how easily a booking can be rearranged.
- Requests to change a booking date should be made as early as possible.
- Once an alternative date has been agreed, the revised date will become the confirmed booking date.
- The £70 deposit will remain attached to the rearranged booking and will remain non-refundable if the customer subsequently cancels, subject to applicable consumer rights.

5. Customer Responsibilities

- The customer is responsible for providing accurate booking information.
- Any relevant information about participants, including ages or additional support requirements, should be provided in advance.
- The party organiser is responsible for ensuring guests follow the instructions given by Derbyshire Dragons instructors and staff.
- Any supervision arrangements required for children must be agreed with Derbyshire Dragons in advance.

6. Safety and Conduct

- All participants must follow the safety instructions provided by Derbyshire Dragons instructors and staff throughout the party.
- Derbyshire Dragons reserves the right to stop an activity if a participant's behaviour presents a safety risk to themselves or others.
- Party organisers are expected to ensure guests behave respectfully towards instructors, staff, facilities and other participants.

7. Agreement to Terms

- By making payment and confirming the booking, the customer acknowledges that they have read and agreed to these Terms and Conditions.
- These Terms and Conditions are intended to be applied fairly and do not affect any statutory rights the customer may have under applicable consumer law.

Website: www.derbyshiredragons.com

Email: info@derbyshiredragons.com