



Party Booking Terms and Conditions:

The following terms and conditions will apply to your booking:

Booking/Confirmation of Party

- No party is confirmed until we receive both deposit and the completed booking form
- A non-refundable deposit of 20% is required to secure your booking.
- Final numbers must be provided to us at least one week prior to the party date and the catering form must be received by us at least 4 days before the party date.
- Payment of final balance must be done prior to or on the date of the party.
- In the event that any other guests are added on after the initial booking, these must be paid in full on the date of the party.
- A list of names of attending children must also be received from the booking adult (responsible person) one week prior to the party.
- Please note: monies cannot be refunded for any child who does not turn up on the day.
- In the event of cancellation by you, for whatever reason, the deposit is non-refundable.
- In the unlikely event that Oak Tree cancels the booking, full monies will be refunded.

The Party Itself

- Please note that the staff at Oak Tree are NOT party supervisors and all children remain the responsibility of the adults in the party. We require a minimum ratio of 1 adult for every 4 children. Children must be supervised at all times and children must not be left unattended at any time
- Please note your party will be allocated a designated party room. Tables outside this area must not be used as these are and will be allocated to the general public and we do not wish to cause any unnecessary embarrassment by having to move any guests attending your child's party. Thank you sincerely for your co-operation.
- We respectfully ask that you vacate the party room when your party time is finished to enable us to set up for any later parties.
- No outside food or drinks are permitted within Oak Tree (unless by prior arrangement)
- Whilst we do not use nuts in our party food, please be aware that we do use nuts in our kitchen.
- For animal welfare reasons we are unable to have inflated balloons at the party as these may upset the animals.
- Oak Tree reserves the right to change the content of any Party Booking.

If you have any questions please contact Angel Hawkins at angelh@oaktreeanimals.org.uk