

WEBSITE TERMS & BOOKING CONDITIONS



These terms and conditions apply to all enquiries, bookings and services provided by Toots & Co. By making a booking or enquiry, you agree to the following terms.

Booking & Payment

- A 20% non-refundable deposit is required to secure your party date.
- The remaining balance is due 7 days before the party date.
- Payments are accepted by cash (preferred) or bank transfer.
- Bank details will be provided once a booking is confirmed.
- A booking is not confirmed until the deposit has been received.

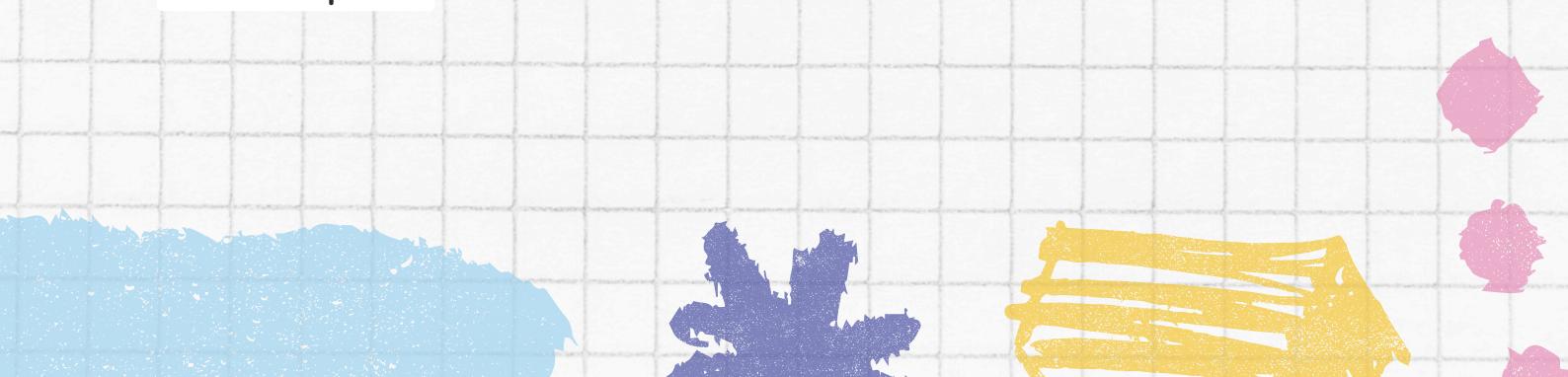
Notice Period

- A minimum of 3 weeks' notice is required for all parties.
- This allows sufficient time to prepare materials and personalise each party.

Cancellations

- The deposit is non-refundable under all circumstances.
- If a booking is cancelled more than 14 days before the party date, any balance paid (excluding the deposit) will be refunded.
- Cancellations made within 14 days of the party date are non-refundable.

We understand that unforeseen circumstances can arise and will always aim to be fair where possible, however preparation costs mean these terms must be upheld.



Party Supervision

- Toots & Co. provides a fully hosted creative activity.
- Parents or responsible adults must remain on-site for the duration of the party and retain overall responsibility for the children attending.
- Toots & Co. cannot accept responsibility for children outside of the organised activity area.

Health, Safety & Allergies

- All activities are age-appropriate and carefully guided.
- Materials provided are selected with children in mind, however parents are responsible for disclosing any allergies or sensitivities prior to the party.
- Children are encouraged not to share items during the activity.

Photography

- Photos may occasionally be taken for promotional purposes.
- Permission will always be requested in advance before any images featuring children are used publicly.

Changes & Availability

- Party packages and materials are subject to availability.
- In the unlikely event that a specific item is unavailable, a suitable alternative of equal value will be provided.

Liability

- Toots & Co. holds public liability insurance.
- While every care is taken to provide a safe and enjoyable experience, participation in creative activities is undertaken at the parent's discretion.

Contact

If you have any questions about these terms, please get in touch before booking - we're always happy to help clarify anything.

