

Party Booking Terms & Conditions



Our Details:

<https://www.primarysportsgiants.co.uk/>

Email: Info@primarysportsgiants.co.uk

Your Booking:

Before booking, you guarantee that you have the authority to accept on behalf of your party. A booking will exist as soon as we have received your deposit. This booking is made on the terms of these booking conditions and you will be our sole point of correspondence.

Paying for your booking:

When you make your booking, you must pay **either**:

1. **A 50% deposit** to secure the booking. This deposit is non-refundable - (Please relate to the 'Cancellation Terms' below) The final balance must be settled no later than **2 weeks prior** to the event/party.

or

2. **Payment in full.** Part* of this payment is non refundable (*deposit) if you cancel your booking (please see below)

If the deposit and/or balance is not paid in time, we reserve the right to cancel your arrangements. If the balance is not paid in time we shall retain the first 50% deposit. Final payment needs to be **made 2 weeks prior** to the event/party.

CANCELLATION TERMS

Cancellation Due to Covid-19 Restrictions or outbreak

In the event of your booking being unable to proceed due to the government's restrictions in relation to an outbreak of Covid 19 or similar within your party prior to the event your deposit/payment can be transferred to a new date where possible in the first instance if evidence of the outbreak is provided. If an alternative date cannot be agreed upon and you can provide evidence, we will retain £25 of the deposit to cover administration costs. This only applies if the main party members i.e. family has been affected.

Cancellation Due to adverse Weather

If the event needs to be cancelled due to adverse weather (e.g high winds, constant rain, lightning, high risk conditions etc...), or we have to cancel due to a weather forecast that would prevent safe use of equipment or unsafe conditions under HSE regs, then where possible we would postpone to another date ideally within 28 days where we have availability then any amount already paid will be transferred in full to that date. If a future date cannot be agreed upon then **the deposit would be retained by us to cover staffing and administration costs**. Where possible we will aim to adapt our provision so it can continue in a safe environment allowing the event to continue as planned. Any additional costs incurred such as cancellation fee or change of venue or date must be met by you the hirer.

If you cancel your booking

If you have to cancel your booking for any reason other than adverse weather or an outbreak (see above) we will aim to provide another date. If another date cannot be agreed upon the following terms apply:

- Cancellation 15+ days before the event: We will retain **25%** of your deposit to cover staffing and administration costs
- Cancellation within 14 days of the event: We will retain the full **50%** deposit
- If any venue or hiring costs are incurred on behalf of you by PSG, you the hirer will be responsible to cover the costs.

The date of effective cancellation is calculated on the day of receipt of written advice.

If you change your booking

If, after our booking confirmation has been issued, you wish to change your arrangements in any way, for example your chosen date, we will do our utmost to make these changes but it may not always be possible. Any request for changes to be made must be in writing from you. A **£25** administration fee is likely to be charged to cover administration time.

If we are forced to make a change to your booking

Occasionally we may have to make changes and we reserve the right to do so at any time. Most changes will be minor and will be advised at the earliest possible date. In the unlikely event of it proving necessary to alter significantly or cancel your event, we will

offer a suitable alternative if available or **100%** refund if we are not able, in our opinion, to offer an alternative that is sufficiently comparable.

Behaviour

We expect all children and accompanying adults to have consideration for other people. If, in our reasonable opinion or in the reasonable opinion of any other person in authority, you or any member of your party behaves in such a way as to cause or be likely to cause danger, upset or distress to any participants, staff or third party including damage to property, we are entitled, without prior notice, to ask that person to be removed from the activities concerned. If the behaviour continues or is not dealt with accordingly we reserve the right to end the event provision with no refund. If there are any damages or losses the expenses and administration time will be charged to you or the organisation making the booking.

Supervision

You and/or other adults accompanying the children/party will be expected to adequately supervise all members throughout the event. Where applicable, this responsibility is delegated to Primary Sports Giants staff. e.g. for activity sessions and food provision. It is your responsibility to ensure that:

- Children/party show good behaviour
- Children/party are aware where they are allowed to go in relation to the venue
- Children/party behave in a way that is respectful and appropriate towards our staff and other children/party members
- Adults are engaging and available to assist Primary Sports Giants Staff when asked

Special Requests

Any special requests must be clearly notified to us in writing. We do our best to meet any special requests made by you and ensure that these are forwarded to the appropriate persons. We cannot guarantee, however, that special requests will be fulfilled and failure to do so does not constitute a breach of contract. Special requests will only be held to form part of the contract between you and us when they have been confirmed in writing to be guaranteed by us. **Please ensure any special requests are followed up on the day of the event to ensure Primary Sports Giants staff are fully aware of any concerns. Examples are Special Education Needs & Disabilities, medical conditions or food allergies or photo/video consent etc....**

Data Protection/GDPR

We are committed to protecting and respecting your privacy. Please read our Privacy Policy and GDPR compliance statement which can be found on our website.

This privacy policy explains what personal data we collect about you, how and why we use it, who we disclose it to, and how we protect your privacy.

Marketing

Primary Sports Giants may use your written feedback in promotional materials. If you do not wish to be quoted, please could you inform us on any written material you send us.

Complaints

If you have an issue with any aspect of your provision, we want to be the first to hear. It is essential that you contact your lead coach on site as soon as possible so that we can try to rectify the situation at the time.

In the unlikely event of it not being resolved, please follow this up within 24 hours by emailing info@primarysportsgiants.co.uk admin@primarysportsgiants.co.uk

Agreed by: Primary Sports Giants	Name: Tom Humphreys	Date: 06/04/2026	Role: Founder & Director
Agreed by: Party leader once deposit is paid		Date:	Role: Party organiser / hirer

Please ensure the following information is sent asap:

Information required for our safe practice:

1. A signed copy of this document or acknowledgement of receiving it / Deposit payment
2. Any Special Educational Needs or Disabilities information
3. Any medical conditions of anyone attending the event
4. Any food or other allergies of anyone attending the event
5. If we are catering for you please send any dietary requirements in detail (type of requirement and quantity of children)
6. Any details of attendees who can not have photo/videos taken, we may use media for promotion

Email: info@primarysportsgiants.co.uk