

PARTY BOOKINGS:

YOUR BOOKING

You can make your booking online via our website, by email or by telephone directly with ourselves. Payment can be made by cash, paypal, credit or debit card

DEPOSITS

A non-refundable deposit of 30% of the total balance is due at the time of booking. Once the funds have cleared, confirmation of the booking will be issued via email or a request can be made for postal confirmation to be sent. The remaining balance will be due on or at any time before the night of the event

CANCELLATION

Should you need to cancel the booking less than 6 weeks prior to the date of the event, an additional 20% of the total fee will be charged. The initial 30% deposit paid will remain non-refundable.

AGENCY LIABILITY

We will not be liable for any damage or loss of any possessions whilst on this property and it's grounds. All guests are responsible for their own safety and we cannot accept any liability for any injury unless causation is proven to be as a result of our negligence

PRIVACY POLICY / DATA PROTECTION

Please be assured that client confidentiality is of the utmost importance to the agency. When you make your booking, we will need to collect personal information from you which will be retained in our records. These details will remain confidential and shall not be passed on to any third party, however we may contact you in the future should we have any news or special offers or events that we think may be of interest to you.

CHANGES TO YOUR BOOKING

Any major changes to your event plans must be submitted in writing more than 4 weeks in advance. The agency must also be informed of any minor changes however these requests may also be accepted by verbal communication and will most likely not affect the total cost of the entire event. We will endeavor to accommodate any requests that you may have when requesting changes to your original booking, although please be aware that this may not be possible in some circumstances and we will offer any alternative services that we believe may be of interest to you