

# Dundee Science Centre Birthday Parties Terms and Conditions



Please see below for the full list of Terms and Conditions associated with our Birthday Party offering.

## **What to expect:**

Please aim to arrive at Dundee Science Centre 10 minutes before the start of your party to ensure that you are ready to begin at your allotted time. Unfortunately, we cannot extend your birthday party experience beyond the session time that you have been allocated, if you or any of your guests arrive late.

The standard DSC birthday party package includes:

- A workshop of your choice
- Time to explore our exhibits
- Food (sandwich, fruit, crisps, sweet treat) plus fruit juice.

If any additional party guests (aged 1 or over) wish to enter the centre exhibitions, there will be an entry fee charge for this, and they must be supervised by an adult. If they would like to be involved in the party, then they will be charged the standard party fee.

If you would like to bring a birthday cake, this is not a problem. We can serve it to the children along with the party food, just inform us of this on the day. However please do not use fountain or sparkler candles on the cake instead as these can set off our fire alarm.

Our Birthday Parties can accommodate a minimum of 10 and a maximum of 20 children per party. If you would like to enquire about availability of parties for sizes smaller or larger than this, please contact Dundee Science Centre directly by phone or email and we will review these requests on a case-by-case basis,

## **Payment**

A £50 non-refundable deposit is required to secure your booking. Once your booking availability has been confirmed, a member of our team will be in touch to arrange payment. This deposit must be paid within 30 days of your initial enquiry or at least 4 weeks prior to your party taking place, whichever occurs first.

Final numbers of guests must be confirmed by the party booker at least 2 weeks prior to your party date. A member of our team will be in touch 3 weeks ahead of the event to confirm both the number of children and adults attending as well as any other outstanding details regarding the event. A final invoice will then be sent out prior to the party based off these numbers.

## **Cancellation Policy**

Dundee Science Centre reserves the right to cancel the party if any of the terms and conditions have been breached, either on the day of the party or during the booking process. Cancellations of this nature can and will incur charges up to the full amount of the party costs.

The party booker reserves the right to cancel the booking at any time during the booking process. However, bookings that are cancelled within the 2-week window of the party date will incur some cancellation fees. If you decide to cancel your party between 2 weeks and 48 hours in advance of your party date, then you will incur a 50% party cost.

Cancellations made less than 48 hours of the party, will incur 100% of the total party cost. If the decision to cancel the party is due to exceptional circumstances such as extreme weather, severe illness or bereavement, DSC will review its cancellation policy and where possible will attempt to rearrange the party for another date or offer a full or partial refund.

All cancellations must be made in writing. We are unable to action any cancellations made over the phone without written consent being provided by the initial party booker.

## **Personal Property**

Dundee Science Centre accepts no responsibility for loss or damage to the property of visitors. Items left on coat hangers or in the birthday party room are done so at your own risk

## **Catering**

You will need to return your birthday food quantities to us at least two weeks prior to the party. This includes the option of either a Ham or Cheese Sandwich. Food is included in the £11.95 per child price and consists of a sandwich, fruit, crisps, sweet treat plus a carton of juice. An upgrade option of an ice cream pot is also available for additional cost.

## **Behaviour and Responsibility**

You are responsible for the supervision and conduct of children in your group at all times. It is important that children are never left unattended or allowed to explore the building alone. Dundee Science Centre are not responsible for the supervision of your party.

We require at least two adults for each party. Failure to bring sufficient and appropriate adult assistance may result in your admission to the science centre being refused. In this instance, you will still be liable for the full cost of your party.

Severely disruptive behaviours will lead to the group being asked to leave the science centre and no refunds will be made. You will be liable for any damages caused by the disruptive actions of any member within your group

### **Science Communicators**

The Visitor Experience and Science Communication team are present around the science centre to assist and help make the most of your birthday party. They will typically be wearing blue or navy-blue branded uniform. Science Communicators are not present to lead or guide you around the science centre or take responsibility for you party guests. However, If during your party you have any problems, please contact a DSC team member who will assist you in any way they can.

### **Complaints**

All complaints must be submitted in writing to [staff@dundeesciencecentre.org.uk](mailto:staff@dundeesciencecentre.org.uk). Please provide as much information as possible to assist us in dealing with this complaint. All complaints will be dealt with by a member of the management team promptly.