

BOOKINGS, PAYMENTS AND CANCELLATIONS POLICY

All terms and conditions shall be deemed to be accepted once the box is ticked on the booking form and confirmation of your payment and booking has been received by us. Dover Bouncy Tots has the right to cancel this contract at any time for any reason.

1. BOOKINGS

- Bookings can only be made online via card payment. We do not accept cash payments.
- The parent/carer or guardian must ensure that they have read and understood each policy before making the booking.
- The parent/carer or guardian must ensure that the information provided in the booking form is accurate and up to date.
- Bookings can be made up to 4 weeks prior to the group date.
- Bookings are limited and on a first come first serve basis. All our sessions have a maximum capacity which can be found on the booking page.
- All bookings are confirmed only after full payment has been received. Once confirmed, the booking is reserved exclusively for your private group on the selected date and time only.
- We will refuse entry into the venue if you do not have a paid booking with the correct number of tickets for your group.

2. NO REFUND POLICY

- All bookings are non-refundable.
- Once payment is made, no refunds will be issued if you decide to cancel, forget, arrive late or at an incorrect date or time.
- In the event we have to cancel a session we will refund your money or allow the transfer to an alternative date in the future.

3. DATE TRANSFER POLICY

We understand that plans may change and instead of a refund, we allow transfer of your booking to an alternative date, subject to availability:

- Date transfer requests must be made at least 2 hours before the original booking date and time.
- Transfers are subject to availability and can only be authorised by a member of staff via telephone or email.
- Only one date transfer is permitted per booking.

4. FAILURE TO ATTEND

If you do not attend on the scheduled date and no transfer request was made within the required timeframe, the booking will be forfeited with no refund or reschedule.

5. CHANGES BY THE ORGANISER

In the unlikely event that we must cancel or reschedule due to unforeseen circumstances, you will be offered a refund or transfer to another date in the future.

6. ACCEPTANCE OF TERMS

By completing your booking and making payment, you confirm that you have read, understood, and agreed to these Terms & Conditions and all other policies.

7. REVIEW

Date of next review 31/01/2027