

Sporty Stars Parties and Events Booking Terms and Conditions

When you book with Sporty Stars, these Terms and Conditions and other information such as our Parents Guide and Policies and Procedures document define the agreement between us and let you know what to expect from Sporty Stars and what we expect from you. If you have any questions about our Terms and Conditions, please call our director Danny Lewis on 07514983066.

1. Bookings

Bookings made online or by telephone will be confirmed by email.

2. Payments

Sporty Stars accepts payment by bank transfer to the details displayed on the invoice. Our team will issue two invoices via our accounting software. In most instances a deposit invoice will be issued and payable within 7 days. The remaining invoice balance is then due one day before the party / event.

3. Cancellations

If you give us at least 28 days' notice before the event if you would like to cancel, we will refund all monies paid including deposit. We are unable to offer refunds with less than 28 day's notice, this includes the deposit.

4. Changes made by you

If you need to change the time, date or venue of the event, we will always be as accommodating as possible. Please always give us as much time as possible to do so. Changes are dependent on staff availability and other events. If we are unable to meet your changes, we are unable to issue a refund if less than 28 days' notice is given.

5. Changes by us

The majority of changes by us will be minor, for example change of staff member or venue (if booked by us). If we need to change the time of an event, we will always try our best to give you as much notice as possible. If this isn't possible with the booking party, we will issue a full refund.

We will always endeavour to notify you of any changes as soon as possible. However, under no circumstance are we obliged to refund any element of a weekend cancelled due to war and, threat of war, riots, terrorist activity, industrial disputes, natural disasters, fire, bad weather conditions and similar events beyond our control.

6. Disclaimers and consent forms

Some of our activities require parent consent prior to taking part. These will be issue to the booking party on confirmation. These will be collected by your party host on the day of the event. Any children without a completed parent consent form will unfortunately be unable to participate.

7. Safeguarding

Sporty Stars has legal obligations in relation to safeguarding and any suggestion of child abuse or neglect will be investigated and reported to our regulator, Ofsted, or relevant local authorities and agencies.

8. Insurance

All children in our care are covered by our Public Liability Insurance.

9. Photography / Filming

Please be aware that Sporty Stars occasionally take photographs/video footage of children for promotional reasons. If filming is due to take place, Sporty Stars staff will inform all parents on arrival and your children can be opted out if you wish.

10. Parent Feedback / Complaints

If you have concerns or suggestions, please tell us; we value your feedback and use it to develop and improve our services.

If you have a concern regarding an event or party, this should initially be raised with your activity leader or head office. If you are unable to resolve the issue, then the relevant Divisional Manager at Head Office will be advised, and will attempt to resolve the issue to your satisfaction. In the unlikely event that your complaint cannot be resolved, you may wish to contact Ofsted on 0300 123 1231.

11. Personal property

Sporty Stars cannot take any liability for personal property being lost, stolen or broken during our activities. We advise all children leave valuable possessions with a responsible adult or in a safe place.

12. Policies and Procedures

For our full policies and procedures document, please email our customer services team at info@sportystars.co.uk

13. Data Protection

Sporty Stars is registered as a Data Controller under the Data Protection Act 1998 (GDPR from 25th May 2018). To process your booking, we need to collect personal details about you and your children. We will treat it as confidential and keep it secure, complying with all relevant UK legislation. We will use your email address and telephone number to contact you with information that relates to any bookings that you make and any information that we might need that relates to the welfare of your child. We would also like to use some of your details to tell you about our products and services, and those of our parent/sister organisations and will ask for your consent during the registration / booking process. You may unsubscribe at any time.