

Laganvale Farm Tipi Party Terms

1.The Party Package

The tipi is available for 3 hour slots to allow you time to set up and host your party. There is a morning slot from 9am to 12pm or an afternoon slot from 1pm to 4pm.

The cost to hire the tipi is £250 for up to 25 guests (adults and children) and £10 per head for additional guests up to a maximum of 45. (Babies under 12 months are not included in your numbers).

Included	Not included
Max 45 guest (adults & children)	Soft play
Use of microwave, kettle, small fridge	Catering
Bluetooth speaker	Crockery, glassware or cutlery
Access to outdoor farm areas, big barn, pedal go-karts, activity tunnel (including covered sandpit), natural playground.	Tablecloths
Highchairs if required (max 3)	

Items not allowed at your party :

BBQs

Alcohol

Cigarettes

Confetti or confetti-filled balloons

Helium balloons without weights attached

Glassware

Pets – please do not bring your own animals to the farm

Please also make us aware in advance if you are bringing outside entertainment e.g. face-painters, balloon modellers, mascots, etc.

You and your party agree not to cause unreasonable nuisance and noise. We reserve the right to terminate the booking and ask you and your party to leave immediately if this is deemed necessary by us, as a result of you or your party's behaviour or any material breach of these Terms and Conditions.

We use a 3-step approach in situations where you or your party have breached these Terms and Conditions or other Site Specific Rules:

The 3 Step Approach

1. One of our friendly team will come and advise you of their concern, explain our rules and our reasoning for it, and make clear the behaviour or actions required from you to resolve the issue.

2. In the instance that the required behaviour is not followed, our team member will visit again and advise that we have previously discussed our concerns with you, and give you the opportunity to ask further questions or clarify the actions required. At this stage we will remind you of our 3-step approach and that we may need to ask you to leave the Site if the issue continues.

3. At this stage, we have already spoken to you twice about this issue, with clear actions required, and have advised of the consequences of not complying with our Terms and Conditions. You will be advised of your need to depart at that time and you will not receive a refund.

We hope in all instances that we are able to resolve the issues at stage 1 or 2.

2. Add-ons

We can provide basic plain white paper plates, paper cups, napkins and disposable cutlery if you prefer. The additional charge for this is £2 per setting.

We can provide party bags at £4 per head but we'll need at least 2 weeks' notice for these.

3. How to Book

Contact us by phone or email and we will need the following information:

- Your name and contact details
- Date of event (Saturdays only during term-time/ Wed-Sat during school holiday periods)
- Morning or afternoon session
- Approximate numbers

Once we have checked availability, we will complete a booking form with you over the phone and request a deposit of £50 to secure the booking. Please note we will not provisionally hold dates for longer than 1 week from initial enquiry. Once a booking deposit has been received, we will issue a confirmation email to you.

By making a booking, you agree that you are 18 years of age or older and that you accept full responsibility for all payments due and for the actions and consequences of all persons who will use the tipi during your visit, including all members of your party. We reserve the right to accept or decline a booking entirely at our discretion.

4. One Week Prior to Your Event

You should email a copy of your guest list, using the pro-forma in your confirmation email. Our team will also contact you to remind you of this one week prior to your event and take your balance payment.

The maximum number of guests for a tipi party is 45 (adults and children). On arrival at the farm, your guests names will be checked against the list you have provided and they will be given wristbands before entrance. You must not exceed the maximum numbers, no further admissions will be allowed once the maximum is reached.

Parents dropping children off at birthday parties will not be able to stay with their child for the party unless you have counted them in the planned adult guest numbers for your party.

5. Party Day

Access to the Tipi is strictly after 9.00am for the morning session and 1pm for the afternoon session and terminates at 12.00pm and 4.00pm respectively. This is to ensure the tipi can be properly cleaned and prepared for our next event.

During your party, you are not required to stay together as one group if you prefer to split up as long as there is at least 1 adult with each group of children. Children must not be left to roam the farm unsupervised.

Parents collecting children after a party should wait in the car park until you have brought the children up to the entrance area to avoid congestion at the entrance. All children requiring pick-up will be collected from the entrance area and not from other areas of the farm.

6. Cancellation Policy

Cancellation by the Customer:

More than 30 days before the event: Full refund of the deposit, minus a 10% administration fee.

Less than 30 days before the event: No refund of deposit will be given.

Within the week prior to the event: Deposit will be retained but balance payment will be refunded.

No-show or cancellation within 48hrs of the event: Full hire fee is non-refundable.

Cancellation by the Venue:

We do not expect to have to make changes to your booking, however occasionally bookings have to be changed or cancelled. We will only change or cancel your booking:

1. If necessary to perform or complete essential remedial or refurbishment works; or

2. For other reasons unforeseen at the time you made your booking which are beyond our reasonable control. This may include occasions where the tipi becomes inaccessible due to a Meteorological Office Severe Weather Warning or other severe weather event; or

3. If other exceptional circumstances apply and we deem it necessary to cancel your booking

If we do need to change or cancel your booking for any reason, we will do our best to offer you a suitable alternative booking. If we're not able to offer you a suitable alternative, or if you don't accept the alternative we offer, the booking will be deemed cancelled and we will refund you the total amount you have paid us for the booking. The venue is not responsible for any additional costs incurred by the client as a result of cancellation.

7. Damage

We expect the tipi to be left "as found". If you discover that anything is damaged on arrival at the tipi you must notify us immediately at reception. If you do not notify us we will assume that you caused the relevant damage or loss.

You will be responsible for the cost of any damage to the tipi or its contents caused by you or by any member of your party. You undertake to report to us any damage caused by you or your party to the facilities at the farm, the tipi or its contents. You shall be liable for the cost of making good all losses or damage to the furnishings, fixtures, fittings and contents for which you are responsible, (fair wear and tear excepted), within 14 days following your visit.

If you are unhappy with the services we have provided or any other matter, please contact us as soon as possible using the contact details set out on our website.