



## ALLEYN'S SCHOOL ENTERPRISES LIMITED

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Website: [www.alleyns.org.uk](http://www.alleyns.org.uk)

Company VAT Number: 124114072

Company Registration Number: 3525786

# Alleyn's Children's Parties Terms and Conditions

<b>Name of Policy</b>	Terms & Conditions – Alleyn's Children's Parties
<b>Reviewed by</b>	Alexandra Hart & Georgina Smith
<b>Date of review</b>	February 2026
<b>Date of next review</b>	February 2027

## Overview

These Terms and Conditions apply to all Alleyn's Children's Parties provided by Alleyn's School Enterprises Limited (ASEL). They should be read alongside the information on the Alleyn's website and any related party information or promotional materials.

## Introduction and Definitions

1. These terms (the "Terms") apply to individuals undertaking Alleyn's Children's Parties offered by Alleyn's School Enterprises Limited, which is referred to in these Terms as "Alleyn's."
2. Individuals booking a Children's Party at Alleyn's are referred to in these Terms as the "Main Contact."
3. Additionally, in these Terms the expressions set out below have the corresponding meaning:
  - i. **Fees:** any fees paid by Main Contact for booking of Children's Party
  - ii. **Session Leads:** the member/s of Alleyn's staff delivering an activity or party.
  - iii. **Website:** the Alleyn's' website for Children's Parties, available [here](#)

## About Alleyn's School Enterprises Limited (ASEL)

4. Alleyn's Children's Parties are managed by, and operated on behalf of, Alleyn's School Enterprises Limited (ASEL) (Company Registration Number 03525786).
  - **Address:** Alleyn's School Enterprises Limited, Townley Road, London, SE22 8SU
  - **Tel:** 020 8613 8059 | **Email:** [enterprises@alleyns.org.uk](mailto:enterprises@alleyns.org.uk) | **Website:** [www.alleyns.org.uk](http://www.alleyns.org.uk)
5. ASEL is the wholly owned trading subsidiary of Alleyn's School. It undertakes commercial trading activities that sit outside the School's charitable objects. Any profits generated by ASEL are donated to the School through Gift Aid.

## Bookings and Availability

6. All bookings must be made in advance by emailing the Alleyn's School Enterprises Limited (ASEL) team at [enterprises@alleyns.org.uk](mailto:enterprises@alleyns.org.uk). We will confirm availability based on facility and Session Lead availability and answer any questions about your party.
7. Once your party is confirmed, we will email you a Booking Agreement to sign. By signing, you confirm your acceptance of these Terms & Conditions and acknowledge any additional guidance or requirements set out in the Booking Agreement.
8. Full payment is required no later than three working days before the booking date.

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## Changes to Bookings

9. Any request to amend a booking should be made as early as possible by emailing the Alleyn's School Enterprises Limited (ASEL) team at [enterprises@alleyns.org.uk](mailto:enterprises@alleyns.org.uk).
10. All changes are subject to facility and Session Lead availability and may incur an additional charge.

## Cancelling your booking

11. If you give at least 14 days' notice before the booking date, we will refund all fees paid. Cancellation and refund requests must be emailed to [enterprises@alleyns.org.uk](mailto:enterprises@alleyns.org.uk).
12. If you give less than 14 days' notice before the booking date, no refund will be available.
13. Please allow up to ten working days for refunds to be processed.
14. If for any reason you are unable to attend your booking, please notify the ASEL team at the earliest opportunity by emailing [enterprises@alleyns.org.uk](mailto:enterprises@alleyns.org.uk) or calling 07965 206 977.

## Cancellation by Alleyn's

15. In exceptional circumstances, we may need to cancel a booking. Where possible, we will give at least 14 days' notice and offer a suitable alternative date if available. If an alternative is not available, or you would prefer not to rebook, we will refund all fees paid for the cancelled booking.

## Other Costs and Expenses

16. Except for refunds of fees as set out above, Alleyn's is unable to reimburse any other costs or expenses incurred in connection with Children's Parties (including travel, accommodation, or other losses), whether arising from changes to the party or its postponement or cancellation.

## Force Majeure

17. Neither party will be liable to the other if it is prevented from, delayed in, or hindered from performing its obligations under the Booking Agreement due to a Force Majeure Event.

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## Communication

### Communications from Participants

18. All communications relating to Alleyn's Children's Parties should be sent to [enterprises@alleyns.org.uk](mailto:enterprises@alleyns.org.uk). This includes all cancellation requests and any related correspondence.

### Communications from Alleyn's

19. We will send all communications about your booking by email to the address provided at the time of booking.

20. It is the responsibility of the person who made the booking to ensure this email address is correct, operational, and checked regularly, including checking junk/spam folders.

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### Adverse Weather Conditions

21. If we are unable to run your party due to adverse weather, we will offer either a full refund or a credit to rebook on an alternative date.
22. Any decision to cancel due to adverse weather will be made by Alleyn's and communicated as early as possible, normally by email and/or phone.
23. If the party can go ahead but you choose not to attend due to adverse weather, no refund will be available.
24. Parents and carers are responsible for ensuring children are dressed appropriately for the weather conditions on the day.

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### Activities

25. Activity availability is subject to date, facility, and staffing (including Session Lead) availability, and will be confirmed shortly after your enquiry.
26. Activity programmes or facilities may be amended on the day due to unsuitable weather, safety considerations, or other circumstances beyond our control.
27. Appropriately trained and experienced staff deliver all activities to ensure a safe and enjoyable experience.
28. Alleyn's School Public Liability Insurance applies to Children's Parties delivered by Alleyn's staff.
29. Children's Parties may be delivered in partnership with carefully selected third parties with whom ASEL has a commercial arrangement. Where this applies, it will be clearly stated in the relevant Children's Party description on the Children's Parties website and at the time of booking.

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### Parental Supervision

30. At least one responsible adult must remain with the group at all times. Alleyn's party staff deliver the activities but do not provide general supervision of children.
31. All children and adults must follow any instructions given by Alleyn's party staff to help ensure a safe and enjoyable experience.
32. The responsible adult nominated by the Booking Agreement must remain on site for the full duration of the party. They are the main point of contact for the group, are responsible for supervising all children attending (including those who are not their own), and must be able to contact parents/carers promptly if required (including arranging collection where necessary).

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### Health Policy

33. Children who are unwell or infectious must not attend an Alleyn's Children's Party. They should stay at home for the full duration of their illness and for at least 48 hours after their last symptom.
34. If a child becomes unwell during the party, a parent or responsible adult may be asked to collect them promptly to help protect other children and staff.

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## First Aid

35. If an accident or an incident occurs during a booking, an Alleyn's staff member will administer first aid where required. If necessary, we will contact the emergency services.
36. Where further support is needed (including comfort, ongoing supervision, or collection), the responsible adult on site will be asked to attend and take appropriate action, including contacting the child's parent/carer.

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## No Nuts and Sesame Policy

37. Nuts and sesame are prohibited on site. No food or products containing these allergens may be brought onto the premises, including cakes, snacks, and any other items. The booking contact is responsible for ensuring all attendees comply.

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## Participant Obligations

38. Parents and responsible adults on site must support the Children's Party Lead in managing children's behaviour. This includes behaving in a polite and courteous manner and not acting in a way that could cause offence, nuisance, or disruption.
39. We operate a zero-tolerance approach to discrimination, bullying, aggression, and persistent poor behaviour.
40. In rare cases, we may ask a child to be collected and removed from the party. No refund will be given for any remaining part of the booking, and any costs associated with the child's removal (including travel home) will be the responsibility of the booking contact/host.
41. The booking contact must inform ASEL in advance of any medical conditions, allergies, or special educational needs and disabilities (SEND) relating to attendees by emailing [enterprises@alleyns.org.uk](mailto:enterprises@alleyns.org.uk). Where relevant, we will discuss appropriate arrangements and any reasonable adjustments to support the child's participation.

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## Data Protection

42. We may contact you by email with information about upcoming services where you have asked for your details to be used for this purpose.
43. You can opt out when booking or unsubscribe at any time afterwards.
44. We will manage personal data in line with our privacy arrangements. We do not sell, rent, or share mailing lists with third parties. We will only disclose personal information where required to do so by law.

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## Feedback and Complaints

45. We welcome feedback, concerns, and suggestions, which we use to review and improve our services.
46. If you have a concern during a party, please raise it at the time with the Duty Party Manager or Party Lead.
47. If the issue cannot be resolved on the day, the ASEL office will be informed and will work with you to resolve the matter.
48. If you wish to make a formal complaint, please email details to [enterprises@alleyns.org.uk](mailto:enterprises@alleyns.org.uk)
49. The complaint will be investigated by the Commercial Events team, and The CFO and Co-Commercial Director will be informed of the issue and the actions taken.

50. If you remain dissatisfied after this process, you may escalate the matter by contacting the CFO's office at

[cfo@alleyns.org.uk](mailto:cfo@alleyns.org.uk)

51. The CFO and Co-Commercial Director will review and respond as appropriate.

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### Safeguarding and Child Protection

52. The Alleyn's Children's Parties adheres to the Alleyn's School Safeguarding and Child Protection Policy that may be viewed [here](#).
53. Please be assured that all Alleyn's staff and any third parties delivering activities have been fully DBS checked by Alleyn's School and vetted to ensure that they hold suitable qualifications before starting work for us. Our policies and procedures, and insurance provision, meet all necessary requirements.
54. Safeguarding children at Alleyn's School is the responsibility of the whole staff community. All adults working in this School (including visiting staff, volunteers, and students of placement) are required to report instances of actual or suspected child abuse, neglect or relevant child protection concerns to the Designated Safeguarding Lead (DSL).
55. Melanie Joel, Assistant Head, is the Designated Safeguarding Lead (DSL). Mrs Joel can be reached via [safeguarding@alleyns.org.uk](mailto:safeguarding@alleyns.org.uk) or 0208 557 1457.
56. Deputy Designated Safeguarding Lead (DDSL) – External Activities: Oliver Watkins, Co-Commercial Director, can be reached via 020 8557 1557.

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### Theft and Lost Property

57. We accept no responsibility for the loss, theft or damage of private property brought on site. All attendees are responsible for their own belongings. Any items left behind will be taken to the School's Lost Property and can be collected during opening hours. Unclaimed items may be disposed of after a reasonable period.

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### Smoking

58. Smoking (including cigarettes, pipes, cigars and e-cigarettes/vapes) is not permitted anywhere on the premises. The booking contact is responsible for ensuring this rule is followed by all attendees.

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### Visitor Obligations

59. While visiting the Alleyn's School premises, Visitors are subject to and must adhere with Alleyn's School [policies and procedures](#) including but not limited to those outlined below:

- CCTV Policy
- Data Protection Policies and Privacy Notices
- Equality and Diversity Policy
- Health and Safety Policy
- Information Management and Information Technology (IT) Policies

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