

Information

- An ASC team member will be available 15 minutes before the start of your party to speak with the parents/guardians, introduce themselves and answer any questions before the party guests arrive.

The cost of a birthday party is £13.95 per child, this includes:

- A workshop of your choice
- Time on the exhibit floor
- Food (sandwich/roll, fruit platter, crisps and diluting juice)

Please note: you may not have time to see everything on the exhibit floor

- Your birthday party costs does not include access to public shows and workshops, if you wish to attend these full entry prices must be paid.
- Siblings of invited party guests (aged 3 and up) who wish to enter the centre will be charged the child entry fee and must be supervised by an adult. They will not be entitled to take part in the party theme or to have party food. If they would like to be involved in the party then they are to be supervised by the party, they will be charged the standard party fee.
- If you would like to bring a birthday cake, please do so. We can serve it to the children along with the party food, just let us know on the day. Please note that the use of indoor sparklers is prohibited as these set off our fire alarm.
- Due to our party schedules, party guests are asked not to attend the science centre until 15 minutes before the allocated party time and must vacate promptly at the end of the party to allow the party area to be cleaned and set up for the next guests.
- You will may not have access to the birthday party rooms for the duration of the party as these rooms may be used by other groups whilst you are using the exhibition floor. This means we cannot accept excessive decorations.

Booking and Payment

- A £50 non-refundable deposit is required to confirm your booking - this can be paid via bank transfer or at ASC. This deposit must be paid within 30 days of your initial enquiry should you wish to hold your party at ASC.
- Final numbers of guests will be confirmed by the party booker at least 2 weeks prior to your party date. This includes both children and attending adults. A proforma invoice will be sent out prior to the party which will confirm the final cost.
- Payment of the final balance must be made in person and can be done via cheque, cash or card at reception. This can be done on the day of the party or prior if you wish. We are unable to take payment over the phone or online.
- Bookings made within the 2-week window of the party date will be required to pay the balance in full at the time of booking.
- There is a minimum charge of 10 party guest children.
- ASC can accommodate a maximum of 20 child party guests per party due to health and safety considerations. We are unable to accommodate parties larger than this.

Cancellation Policy

- ASC 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. Bookings that are cancelled within the 2-week window of the party date will incur some cancellation fees.
- If you require to cancel your party cancellations made between 48 hours and 7 days of the party date, 50% of the party cost will be incurred. Cancellations made within 48 hours of the party date, 100% of the total party cost will be incurred.
- 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.

Catering

- At the point of booking you will be asked to pre-order the birthday food for your party. Food included in the £13.95 per child includes sandwich/roll, fruit platter, and crisps and diluting juice, upgrades to your catering are available for additional cost.
- The birthday menu is required to be returned 2 weeks before your party. This will include your final numbers of guests and any dietary requirements. We are unlikely to be able to accommodate any alterations after this submission.
- We may be unable to cater for very severe allergies. Your own catering can be brought in and a food waiver form signed under these circumstances.

Cloakroom

- Aberdeen Science Centre accepts no responsibility for loss or damage to the property of visitors - items left in the cloakroom facilities or birthday party room is done so at your own risk.
- All guests will be asked to leave their presents and jackets in a blue bucket at reception, there will be a member of ASC staff in this area at all times. These can then be collected at the end of the visit.

Conduct and Responsibilities

- 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. Aberdeen Science Centre are not responsible for the supervision of your party.
- Please ensure there are enough adults to supervise the children. We require at least two adults for each party and a ratio of at 1:5 for children aged 6+ and 1:3 for those younger than this. Children requiring 1:1 care will not be counted in ratios. 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.
- Adults within the above ratios are free of charge per party, after this number there is a cost of £8.50 per adult attending except where ratio of 1:1 is permitted as above.
- 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 Science Communicators (in orange branded t-shirts) are present within the science centre to assist and help make the most of your birthday party. They are a valuable source of information regarding science content as well as orientation.
- Science Communicators are not present to lead or guide you around the science centre or take responsibility for you party guests.
- If during your party you have any problems, please contact an ASC team member who will assist you in any way they can. A Science Communicator will be assigned to your party to run the workshop for the party guests and will assist in serving the food. They are not available to guide guests around the exhibition floor.

Complaints / Refunds

- All complaints must be submitted in writing to birthdays@asc.scot containing as much detail as possible.
- All complaints will be dealt with by a member of the management team promptly.
- All deposits are non-refundable however refunds may be issued in exceptional circumstances by ASC. This will be determined on a case by case basis.

It is your responsibility to ensure that all adults attending with your group have read and understood these terms and conditions - please retain this document for your records

I have read and agree to the terms and conditions:

Signature:

Name:

Date:

This form must be signed, and a copy returned to the science centre along with your deposit to secure your party booking. Failure to do so will result in your booking being cancelled. The signed copy can be returned physically or digitally.