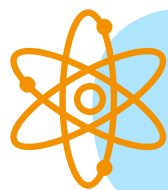




Birthday Party



Terms and Conditions



General Party 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 exhibition floor
- Food (filled roll, fruit platter, crisps, diluting juice and water)

Please note that you may not have time to see everything on the exhibition floor and ASC do not provide party bags.

The maximum number of children at a party is 20, this is non-negotiable due to room sizes.

Terms & Conditions

1.1 Your birthday party cost does not include access to public shows and workshops, if you wish to attend these full entry prices must be paid in addition to your birthday party cost.

1.2 Siblings of invited party guests (aged 3 and up) who wish to enter the centre will be charged at the child entry fee and must be supervised by a paying adult. They will not be entitled to take part in the party workshop or have party food. If they would like to be involved with the theme and food then they are to be supervised by the party and will be charged at standard party costs.

1.3 Siblings of invited party guests (aged 3 and up) who are not taking part in the party but wish to be included in the food will be charged at £8.00. This cost includes food and entry to the centre. This is only available for party guest siblings and cannot be used at any other time.

1.4 Birthday parties are available for children ages 5-12, invited guests must be at least 4 years old to take part in the party.

1.5 If you would like to bring a birthday cake, please do so. We can serve it to the children alongside the party food, just let us know on the day. Please note that indoor sparklers are prohibited as they set off the fire alarm.

1.6 Due to our party schedules party guests are asked not to attend the centre until at least 15 minutes before the start of the party and must vacate promptly at the end of the party to allow the area to be clean and reset for the next party.

1.7 You will not have access to the birthday party room before your party to set up any decorations as the room may be in use by other science centre guests. This means we cannot accept excessive decorations.

1.8 You may not have access to the birthday party room for the duration of your party as these rooms may be used by other groups whilst you are on the exhibition floor. Please do not leave any valuables unattended whilst in the science centre.

Bookings and Payments

2.1 A £50 non-refundable deposit is required to confirm your booking. This can be paid via bank transfer or in-person at the centre. This deposit must be paid within 5 days of your initial enquiry.

2.2 Final numbers of guests will be confirmed by the party booker at least 2 weeks before the party date. This includes both children and adults attending. A proforma invoice will be sent out before your party confirming the final party costs.

2.3 Payment of the final party balance can be made in-person on the day of the party. We are unable to take payments over the phone.

2.4 Bookings made within the 2-week window of the party date will be required to pay the party total at the time of booking.

2.5 There is a minimum of 10 party children per party, you will be charged for at least 10 guest even if less show up on the day.

Cancellation Policy

3.1 ASC reserves the right to cancel the party if any of the terms and conditions have been breached, either on the day of your party or during the booking process. Cancellations of this nature can and will incur charges up to the full amount of the party costs.

3.2 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. The birthday party deposit is non-refundable at all times.

3.3 If you require to cancel your party, cancellations made between 48 hour and 7 days of the party date, 50% of the party costs will be incurred. Cancellations made within 48 hours of the party date, 100% of the total party cost will be incurred.

3.4 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

4.1 At the point of booking you will be given a link to the party menu and asked to pre-order the birthday party food. Food included in the £13.95 per child includes filled rolls, fruit platter, crisps, diluting juice and water. Upgrades to your party catering can be made at an additional cost.

4.2 The birthday party menu is required to be returned at least 2 weeks before your party. This will include your final numbers of guests and any dietary requirements. We are unable to accommodate any alternations after this date.

4.3 We may be unable to cater for severe allergies. Your own catering can be brought in and a food waiver form signed under these circumstances.

4.4 Please note that all food is prepared in an open kitchen with allergens present.

Cloakroom

5.1 Aberdeen Science Centre accepts no responsibility for the loss or damage to the property of visitors - items left in the cloakroom, exhibition floor or birthday party room is done so at your own risk.

5.2 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 your party.

Conduct and Responsibilities

6.1 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 staff are not responsible for the supervision of your party.

6.2 Please ensure there are enough adults to supervise your party. We require at least two adults for each party. 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.

6.3 Five adults will be admitted per party free of charge, any additional adults will be charged at £8.50.

6.4 Severely disruptive behaviour 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.

6.5 Parents are welcome to wait in the café, tables cannot be reserved and refreshments must be ordered. Please note that tables are limited and are available on a first come, first served basis and the café can become busy during peak times.

Science Communicators

7.1 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.

7.2 Science Communicators are not present to lead or guide you around the science centre or take responsibility for your party guests.

7.3 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 deliver the workshop for the party guests and will assist with serving the food. They are not available to guide guests around the exhibition floor.

Complaints and Refunds

8.1 All complaints must be submitted in writing to birthdays@asc.scot containing as much detail as possible

8.2 All complaints will be dealt with by a member of the management team promptly.

8.3 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.