

## The Hive Cancellation policy

### Booking & Payments

Timeslots are held for 72 hours following confirmation of availability during which time the deposit must be paid.

If the deposit is not received they will be re-opened to the general public.

Payment of the required deposit secures the requested timeslot until the due date of your final balance payment.

All Deposits Paid are Non-Refundable after 72 hours.

Final numbers & requirements must be confirmed 10 days prior to your party date.

Final balance information will be issued and payment of the final balance must be made by the 'Due Date' (5 days prior to party date).

If payment of the final balance is not made as stipulated, The Hive reserves the right to cancel any booking.

### Right to Cancel

Please notify us via email if you need to cancel your party at the earliest opportunity.

Cancellations within 72 hours of the deposit being paid will receive a full refund.

In the event of Cancellations after 72 hours of the deposit being paid, we will endeavour to reschedule the birthday party for a time that suits you.

HOWEVER if this is not possible - the deposit payment will NOT be refunded.

In the event of late cancellation (any time after the due date) again we will endeavour to reschedule the party for an alternative date, but all costs already incurred will be charged additionally.

In the unlikely event "The Hive" have to cancel your party, we will make every attempt to provide a suitable alternative date or a full refund including deposit will be given to you.

### Special Dietary & Allergy requirements.

We ask parents or guardians to carefully consider their child's and their guests' conditions before agreeing their involvement in a party. If a child has any allergies or special dietary requirements you MUST notify us in advance so we can assess our ability to cater for your party accordingly. However PLEASE NOTE – we may not be able to cater for all allergies.