

## Children's Party Packages at the Science Museum Terms and Conditions

These are the terms and conditions on which we sell children's party packages at the Science Museum. Please read these Terms and Conditions carefully before you book a party package, as they tell you who we are and on what basis you are purchasing a party package from us.

1. If you think there is a mistake in these terms and conditions, or if anything in these terms is unclear, then please contact [[birthdayparties@sciencemuseum.ac.uk](mailto:birthdayparties@sciencemuseum.ac.uk)].

1.1 These terms and conditions (Terms) apply to the purchase of children's party packages hosted at and organised by the Science Museum.

1.2 We have the right, without liability to you, to refuse to allow you or your guests to attend the party, and/or to escort you from our premises if you, in our judgment, breach any of these Terms.

### 2. Information about us

By purchasing a children's party package you are entering into an agreement with SCMG Enterprises Limited of Exhibition Road, London SW7 2DD (we, us, our) on these Terms. Our registered VAT number is GB 503 5114 96.

### 3. Party package details

3.1 Information of the contents of each party package can be found on our website [[sciencemuseum.org.uk/birthday\\_parties](http://sciencemuseum.org.uk/birthday_parties)], including details on (if applicable):

3.1.1 the price and pricing arrangements;

3.1.2 the minimum and maximum numbers of permitted attendees;

3.1.3 age of attendees;

3.1.4 entry to individual galleries and/or shows;

3.1.5 food and drink to be provided; and

3.1.6 party extras included in the price of the party package.

3.2 If we are unable to provide any elements of the party package as advertised on our website due to a lack of availability, we shall endeavour to provide equivalent alternatives to the value of the undelivered elements.

3.3 If you are purchasing a "Wonderlab" party package, please note that we cannot guarantee which of our rolling shows programme the attendees will be able to attend on the day.

Priority seating for such shows is not guaranteed.

3.4 The food and drink provided as part of the party package is for the children who attend the party only. Supervising adults and any additional guests are welcome to purchase refreshments from our menu, at an additional cost.

3.5 You must confirm the details of your party package at the time of booking, including: the type of party package required; number of attendees; menu choices; and full details of any allergies. You must notify us of any changes to these details not later than 10 days in advance of the party.

3.6 You are responsible for ensuring that the party package is age appropriate for the proposed attendees. Our current Birthday Party Offer is designed for children aged 7-11.

#### 4. Additions to party package

4.1 Optional extras can be purchased with the party package (for example tickets for other paid-for experiences within the Museum). Please see our website for further details.

4.2 The cost of these additional items is in addition to the price of the party package.

#### 5. Acceptance of your order

5.1 Once your purchase has been confirmed an order confirmation will be sent to the email address you specified in your order, at which point a contract will come into existence between you and us on these Terms. No agreement is formed between you and us for the sale of party package until we email you with this confirmation.

5.2 It is your responsibility to check prior to completing your purchase that the information you have supplied to us with regard to your order and your party package requirements is accurate.

#### 6. Payment

6.1 We accept payment with Mastercard, Visa, American Express, Maestro & JCB. We will not charge your credit or debit card until your order has been confirmed and we dispatch our confirmation of order to you.

6.2 If we are unable to accept your order for any reason, we will inform you of this by email, telephone or post (depending on the medium through which you made your booking) and will not charge you for the party package. This might be because we have identified an error in the price or description of the party package, or because the date requested is no longer available.

6.3 Any additional charges payable in respect of last minute changes to attendee numbers, or additions to your party package, which you and we agree to in relation to the party, will be charged not later than five (5) working days prior to the party using the card used to make the original booking.

## 7. Entry

7.1 Party packages are valid only for the date and entry time slot and number of attendees stated in your order confirmation, unless otherwise agreed in writing by us

7.2 On arrival at the Museum's Info Desk on the day and time of the party, you will be required to show the following at point of entry to the party in order to validate your package and obtain entry to the relevant party:

7.2.1 a legible print out of your order confirmation. We would be happy to accept a legible version on a mobile phone or similar device;

7.2.2 the credit card or debit card used to purchase the party package (s).

7.3 If you fail to produce any of the above items you will not (subject to our discretion) be admitted to the Museum to attend the party.

7.4 You and the party's attendees are required to arrive promptly and in good time for the start of the party. Unless otherwise agreed between us, we will not delay the start of the party. Late-comers may not be admitted.

7.5 Your visit to the Science Museum is at all times subject to any notice to visitors we post on the premises, and our standard admissions guidelines as may be amended from time to time, a copy of which you can read here [<https://www.sciencemuseum.org.uk/sites/default/files/2017-08/150122%20ScM%20Admissions%20Guidelines.pdf>]. In addition, you and any persons in your party must comply with any reasonable instructions given to you by our staff or any third party instructed on our behalf during your visit.

## 8. Attendees

8.1 Each party is subject to a stated minimum and maximum number of attendees, as indicated on our website [<https://www.sciencemuseum.org.uk/visit-us/birthday-parties>].

8.2 You must confirm the number of attendees to us at the point of booking. This number cannot be lower than the stated minimum number for attendees to such party. Additional numbers can be added not later than two weeks before the party. We cannot offer refunds for attendees who do not attend of the day.

8.3 Additional attendees over the permitted maximum number will not be admitted.

8.3.1 We allow a maximum of 8 adults per group.

8.4 We are not responsible for the supervision of the attendees at the party, their behaviour and safety will remain your responsibility throughout. You must provide the following minimum number of adult supervisors (over 18 years of age) for the party, who shall be responsible for supervising the attendees at all times:

8.4.1 a minimum of one adult for every eight children per group.

8.5 Entry to charged galleries and attractions for each adult above the minimum number referred to in clause 8.4 above will be charged at standard museum prices.

8.6 You are responsible for ensuring everyone in your party has a safe experience.

We ask that you:

8.6.1 Ensure all children are of the correct age.

8.6.2 Ensure your group adheres to the Wonderlab rules as set out by the Explainer.

8.6.3 Keep your group together.

8.6.4 Address the behaviour of children in your group if they are impacting on the enjoyment of other visitors.

## 9. Changes and cancellations

9.1 We reserve the right at our discretion to alter our advertised arrangements for parties and to cancel any time slot or party without notice.

9.2 Should cancellation of a party (or any part of it) be necessary we will attempt to contact you in advance to arrange substitute party package. If an alternative date cannot be arranged, we will refund you the full price paid (plus any transaction fees if applicable) for the relevant party package.

9.3 If you want to cancel a confirmed booking, you must do so by email (to

[[birthdayparties@sciencemuseum.ac.uk](mailto:birthdayparties@sciencemuseum.ac.uk)]), by telephone (on 0207 942 4000) or by post (to Science Museum, Exhibition Road, London SW7 2DD). If you cancel more than seven (7) working days before the date of the party you will receive a full refund of the package price, less a cancellation fee of £50. If you cancel less than seven (7) working days before the party you will not be entitled to a refund.

## 10. Resale

10.1 You may not re-sell party packages without our prior written consent. We will (subject to our sole discretion) refuse entry to any person who attempts to enter a party that has been resold without our written consent and no compensation whatsoever is payable by us if this occurs.

## 11. Our responsibility for loss or damage suffered by you

11.1 We are responsible for loss or damage you suffer that is a foreseeable result of our failure to (i) comply with these Terms or (ii) use reasonable care and skill. This includes liability for: death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; fraud or fraudulent misrepresentation; and breach of your legal rights in relation to your party package.

11.2 We are not liable for business losses. We only supply party packages for private use. If you use a party package for any commercial, business or re-sale purpose we will not be liable to you for any loss of business, loss of revenue, loss of profits or loss of business opportunity.

## 12. Filming and Photography

12.1 We may authorise third parties to, carry out filming, photography and/or sound recordings at our premises and at parties. By purchasing party package you agree (on your own behalf and on behalf of any persons attending the party) that we and any third party authorised by us may include you and those attending the party for in such films, photographs and/or sound recordings and may exploit such films, photographs and sound recordings in perpetuity in any format whatsoever without payment. You are responsible for bringing this provision to the attention of any person attending the party. We will always let visitors

know if filming or photography is taking place during their visit, and the nature of it.

12.2 You may be permitted to use a hand-held camera (including the camera on a mobile device such as a smartphone or tablet) for private and non-commercial purposes but you and any other visitors attending the party must comply with any restrictions on photography which we make known to you. You may commit an offence if you copy any material which is protected by copyright without the consent of the relevant copyright owner. If this occurs you may face criminal or civil penalties.

### 13. Questions and complaints

13.1 If you have any questions or complaints about your party package please contact us by telephoning 0207 942 4000 or by writing to us at [birthdayparties@sciencemuseum.ac.uk](mailto:birthdayparties@sciencemuseum.ac.uk) or Science Museum, Exhibition Road, London, SW7 2DD.

13.2 If you are not happy with how we have handled any complaint, disputes may be submitted for online resolution to the European Commission Online Dispute Resolution platform at <http://ec.europa.eu/odr>.

### 14. Data Protection and Privacy

14.1 Any personal details we obtain from you in the process of purchasing your party package and organising your party will be subject to our Privacy policy, a copy of which can be found [here](#).

### 15. Other Important Terms

15.1 Nobody else other than you and us are party to the agreement that is entered into upon these Terms and accordingly no other person shall have any rights to enforce any of these Terms.

15.2 Each paragraph of these Terms operates separately. If any court or relevant authority decides that any of these Terms are unlawful, the remaining paragraphs will remain in full force and effect to the extent applicable (and construed accordingly).

15.3 These Terms are governed by English law and you can bring legal proceedings in respect of your party package in the English courts.