

TERMS & CONDITIONS

By engaging in our services you agree to the following Terms and Conditions

Parent/Carer's must accept FULL RESPONSIBILITY for the safety and supervision of your child/children while attending the Snails & Turkey Tails Messy Play class or event. Please DO NOT leave your child unattended at any time.

All materials are prepared in the knowledge that they will be played with under constant parent/carer supervision. Some of our classes are held in public spaces that are open to multiple age ranges and as such small items may be present. Please ensure you supervise your children closely.

All products used are non-toxic or taste safe however they are NOT intended to be eaten.

We DO NOT use any products containing; nuts, soy, dairy or eggs in our messy play activities. However, some products used to have allergy labels warning the product "May Contain Traces Of" these allergens.

Please advise staff immediately if any bodily spillages occur while in a session so timely sanitation and replacement of the activity can take place.

Some stations may contain "wet" materials which could cause the floor around them to become slippery. Please be sure to WALK carefully between stations.

The nature of our business is MESSY play - We encourage you to dress your child and yourself in clothes that you do not mind getting messy, stained or dirty. Snails & Turkey Tails accepts no responsibility for clothes or belongings that are stained, marked, damaged or left behind.

To ensure the activity area does not become overcrowded and capacity limits are adhered to - each purchase of Messy Play classes is valid for entry at the location for which they were purchased and within the month for which they were purchased. In the event of illness, you can schedule a make-up class at any of our locations within the month for which you purchased classes if space is available.

Your ticket or class package purchase is good for one child and one parent/carer only. If you plan on bringing more than one child you will need to purchase additional classes.

Snails & Turkey Tails takes no responsibility should you fail to attend a class you have booked other than illness. If you have purchased a monthly package of classes, you can schedule up to 1 make-up class per month. If you miss multiple days due to illness, we only allow 1 make-up class and it must be made within the month for which you booked your class. If you have purchased a single class we do not offer make-up classes. We offer no refunds.

Please check-in with staff upon arrival to class. Please show your order confirmation upon entry to your class.

We ask that you please refrain from attending your event should you or your child have a contagious illness. We reserve the right to ask anyone to leave a class should they display symptoms that may be contagious to others.

Payment is required in full at the time of booking a Messy Play class. To ensure a spot we suggest booking in advance. If space allows, we do our best to accommodate drop-ins and drop-ins require payment upon entry to the event. At this time we have a maximum of 15 participants.

Due to hire charges, preparation and material costs, your ticket/class purchase is non-refundable or non-changeable for any missed class or event, other than illness. You MAY transfer your ticket/class to someone else. Please email snailsandturkeytails@yahoo.com with any name changes should you pass on your ticket.

Snails & Turkey Tails reserves the right to cancel a class due to unforeseen circumstances. All participants will be contacted as soon as possible and a credit/gift voucher will be provided for use within the next 6 months or a refund will be offered.

Snails & Turkey Tails is not responsible for any personal belongings left on site.

We expect all guests to maintain a respectful and courteous behavior during their visit to Snails & Turkey Tails programs. This includes damage to property, causing discomfort to other guests or staff and this may lead to eviction from class premises without a refund.

Your Snails & Turkey Tails facilitator may take photos and videos during class/events that may be used on our website, social media pages and for advertising or promotional purposes. If you do not wish to have photos taken of yourself, or your child, please state this on your booking form and let your event leader know when you check-in. We will

however always ask verbally for permission before taking a photo during the class/event.

If you have any further questions, please check our FAQ page on our website or contact us at snailsandturkeytails@yahoo.com.

PRIVATE BOOKINGS

A booking deposit of \$100 is required at the time of booking. This deposit is non-refundable and forms part of your final payment for your birthday party. The remaining balance is to be paid a minimum of 14 days before the date of the event.

Booking price includes all fees and charges.

Private hire bookings cannot be rescheduled to a different date with less than 6 weeks notice from the date of the initial event.

In the event of your cancellation of the exclusive hire booking (for any reason whatsoever), deposits will not be refunded.

Due to planning, preparation and materials costs, final payment is non-refundable and non-changeable for any cancellations with the 14 days leading up to the booking date.

Snails & Turkey Tails reserves the right to cancel a private booking due to unforeseen circumstances. In the unlikely event this happens, the booking contact will be contacted as soon as possible and a refund will be offered or a credit/gift voucher provided for use within the next 6 months of the event date.

If no deposit is received to secure the booking within the due date specified on the deposit invoice (ie: you have made an inquiry only and not yet paid), Snails and Turkey Tails reserves the right to cancel your provisional booking and re-allocate the booking slot.

Your party booking is for a 1 hour time slot. Snails & Turkey Tails will need access to your party location for a minimum of 3 hours. This includes one hour of set-up, one hour of messy play, and one hour of clean-up.

Please be advised we do not accept bookings on carpeted areas.

Payment of a deposit to book a party confirms acceptance of these terms and conditions.