



CANCELLATION POLICY

Colman Creative Parties

Registered Address: Campkin Road, Cambridge, CB4 2LE

Date of Last Review: 24.05.2022

To Be Reviewed On: 24.11.2022

labelling Cancell

If you need to cancel your Colman Creative Parties event for any reason, please contact us as soon as possible.

- 1) You can transfer your party for a £10 admin fee up to 1 year away from the original party date. This transfer must be made at least 28 days before the original event date to be accepted. A new date must be booked within 30 days of the cancellation. Your deposit will then be moved over to the new event date. If a new date is not confirmed within 28 days, your booking will be cancelled and any deposits paid will be non-refundable. For cancellations outside of this window please view our other cancellation options.
- 2) If you are cancelling within 7 days of making your booking, you are given the option of a refund on any deposit paid, however a £25 admin fee will be deducted from this. Our admin fee covers the cost of cancelling your event, the contact hours already taken place for any Party Pals bookings and any credit/debit card charges. Please note that any deposits made for third-party companies (Party Pals) may hold a different cancellation policy and these may not be refundable depending on the time frame before the event.
- 3) If you cancel less than 28 days before an event this will result in a cancellation fee of 50% of the total booking (the sum of the deposit made at the time of booking and the remaining balance). This is payable to Colman Creative Parties and will be then transferred to the involved Party Pals accordingly.
- 4) If you cancel less than 14 days before the event, regrettably this will result in a cancellation of 100% of the total booking (the sum of the deposit made at the time of booking and the remaining balance). This is due to the short notice and the outgoing costs all companies will have put in place ready for your event. This fee is payable to Colman Creative Parties and will be then transferred to the involved Party Pals accordingly.

Please Note: If a Party Host or Party Pal arrives at your event venue at the booked day and time stated on the booking confirmation and you are not in attendance and have not cancelled your party in writing, we reserve the right to a cancellation fee of 100% of the total booking (the sum of the deposit made at the time of booking and the remaining balance).

If Colman Creative Parties Cancel Your Party

We understand how important these special occasions are which is why we will always aim to find free entertainment cover in the event of illness or emergency. We will only ever cancel your party in the extremely unlikely event that we are prevented from attending due to circumstances out of our control.

In the event that we have no other option but to cancel your event, we will refund any deposit paid in full. However, we will not be held liable for any direct or indirect loss that you may suffer as a result of any cancellation.