

# DEVON SCIENCE

## Terms and Conditions 2026



### 1. Definitions

In these Terms and Conditions:

- **“Company”** means Devon Science Ltd
- **“Customer”** means any individual, school, organisation or party booking Services
- **“Services”** means workshops, shows, parties or other activities provided by Devon Science Ltd
- **“Booking”** means any confirmed agreement for Services
- **“Fees”** means the agreed payment for the Services
- **“Agreement”** means the contract between the Company and the Customer, incorporating these Terms

### 2. General

These Terms and Conditions apply to all Services provided by Devon Science Ltd and override any other terms unless agreed in writing.

A Booking is confirmed when:

- The Customer accepts a quote or booking form, and
- Devon Science Ltd confirms the booking in writing

### 3. Services

- Services will be delivered as agreed at the time of booking
- Any changes must be agreed in writing
- The Customer must provide a suitable space with:
  - Adequate space and tables for the youngsters to work at
  - A surface or table for us to present from
  - Access to electricity
  - Access to hand washing and washing-up facilities

Devon Science presenters:

- Must be able to work in a safe environment
- May pause or stop a session if behaviour poses a risk
- May request that disruptive or unsafe behaviour is managed

If safety concerns are not addressed, the session may be terminated without refund.

### 4. Supervision and Responsibility

- The Customer remains responsible for the behaviour and supervision of children at all times
- For school or group bookings, a responsible adult must be present
- For parties, parents/carers are responsible for attending children unless otherwise agreed

### 5. Fees and Payment

- Fees are as agreed at the time of booking
- Birthday Party dates are confirmed upon payment of the retainer, which is normally 50% of the expected party price

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- Payment must be made in advance unless otherwise agreed
- Payment methods: bank transfer or other agreed method

Fees cover:

- Staff time
- Travel costs
- Equipment and materials
- Consumables
- Insurance and administration

Late payments:

- Devon Science reserves the right to recover reasonable costs incurred in obtaining payment
- Services may be withheld if payment is not received

### 6. Cancellation and Rescheduling

If the Customer cancels:

- **More than 14 days before the booking:** refund given minus an admin fee
- **Within 14 days:** full fee payable

Rescheduling:

- One reschedule is permitted
- Must be within **6 months** of the original booking
- Subject to availability

If the rescheduled booking is cancelled, the **full fee remains payable**

### 7. Changes by Devon Science

Devon Science Ltd reserves the right to:

- Make reasonable changes to the content or format of Services
- Change presenters if necessary

If Devon Science needs to cancel:

- An alternative date will be offered, or
- A full refund will be provided

### 8. Health and Safety

- The Customer must inform Devon Science of any risks, hazards, or additional needs in advance
- Children who are unwell or infectious should not attend
- Devon Science reserves the right to refuse participation if a child is unwell

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### 9. Safeguarding

Devon Science Ltd is committed to safeguarding children and young people.

- All staff follow the company's **Child Protection and Safeguarding Policy**
- Concerns will be handled in line with safeguarding procedures
- Safety and wellbeing always take priority

### 10. Photography and Media

- We may take photos/videos during our science events
- We seek consent as necessary
- These photos/videos are used on social media for marketing purposes
- Consent can be withdrawn at any time

### 11. Data Protection

Devon Science Ltd processes personal data in accordance with UK data protection law. Please refer to our **Data Protection Policy** for full details.

### 12. Complaints

If you are unhappy with the Services:

1. Speak to the presenter at the time where possible
2. Contact Devon Science directly to resolve the issue

We aim to resolve complaints quickly and fairly.

### 13. Termination

Either party may terminate the Agreement:

- In accordance with the cancellation terms
- If there is a breach of these Terms

Any fees due up to the termination date remain payable.

### 14. Liability

Devon Science Ltd will not be liable for:

- Indirect or consequential losses
- Loss of profits or business

Nothing in these Terms limits liability for:

- Death or personal injury caused by negligence
- Fraud or fraudulent misrepresentation

Liability is limited to the level of insurance cover held.

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### 15. Force Majeure

Devon Science Ltd is not liable for failure or delay caused by events outside reasonable control, including:

- Severe weather
- Illness
- Transport disruption
- Government restrictions

### 16. Third Party Rights

These Terms do not confer any rights on third parties.

### 17. Entire Agreement

These Terms constitute the entire agreement between the parties.

### 18. Governing Law

These Terms are governed by the laws of **England and Wales**, and any disputes will be subject to the jurisdiction of the English courts.