

Terms and Conditions

Your money is safe with us DG Ventures t/a Freedom Stag/Hen Events Ltd act as a travel agent for principal suppliers named in your itinerary, all pre-paid money is held in a Client's Account.

Deposit Payments a £35 payment (or one person's place) acts as a deposit to make a provisional booking. Then use your Account Login to send invites by email or SMS, so your friends can pay their £35 deposit within 2 weeks to secure their own place. This gives you peace of mind of who is attending and the group leader can easily track all payments made. Per person deposits are non-refundable.

Provisional Bookings Your deposit will not be processed until suppliers have confirmed availability. Once that happens, we'll process your booking and send you confirmation.

Balance Payments The balance is due 6 weeks before the event. If you book with less than 6 weeks before the event, we will confirm a balance date with you. If the balance is not paid by the due date, we will have to view the booking as cancelled by you with no refunds due. Balance payments received late, will not qualify for promotional offers.

Payment Charges Absolutely none – hooray!

Health and Other Requirements Some of the activities that we sell require minimum health requirements. To be totally sure please ask when booking, because if one of your party can't participate on the day, we won't be able to offer a refund.

Damage and Behaviour Should your group cause any damage to the supplier's property during the event, they will be financially liable. Some suppliers may require a credit card pre-authorisation or cash behaviour bond on arrival. We will always advise you of this.

Alterations by Us Sometimes we have to make changes, usually because of circumstances out of our control. If this happens, we reserve the right at any time to substitute alternative accommodation or activities. If this means extra cost to you, we'll let you know, giving you the choice to accept. If the booking becomes unavailable for reasons beyond our control, you will not be entitled to a refund but in certain circumstances we will offer you a free change of location or a change of date.

Alterations by You We will try to accommodate any changes, subject to availability. We have two charges: £10 to add someone once the balance has been paid and lost per person deposits should you wish to change date or destination before the balance due date.

Cancellation The cancellation of a booking can be accepted only if it is received in writing/email from the group leader. All payments made are non-refundable and non-transferable. If our suppliers impose a cancellation charge the group leader will be responsible for meeting these costs.

If someone within your group cancels, whatever the reason, unfortunately we can't offer a refund. However, we can provide an invoice for insurance purposes should they have a suitable policy. Or better still, if they can find someone to take their place, we can arrange a name transfer free of charge.

If the whole booking becomes unavailable for reasons beyond our control, in certain circumstances we will offer you a free change of location or a change of date but you will not be entitled to a refund.

On the run up to the weekend Please provide us with full names prior to the party along with any room shares if you have booked accommodation with us. This will ensure that your group activities run as smoothly as possible. We advise all our group leaders to contact the relevant suppliers on their Ticket Itinerary a week before the event to run through any queries that you may have.

Safety and Insurance We entrust that our suppliers observe the highest standards of safety for the activities and have appropriate levels of Public Liability Insurance. We have not undertaken an official examination of the equipment or facilities in all cases.

The Weather outdoor event suppliers may alter the activity format for health and safety reasons. If they have to cancel, the group leader is subject to the refund conditions of the supplier.

Feedback Should you encounter a problem whilst on an event, please take it up with the supplier at the time to allow them the opportunity to resolve any queries. If you are unable to resolve the matter, the group leader on behalf of the group should contact our Customer Relations Team within 7 days of your return. We will conduct a full investigation, simply bear with us for a week whilst we liaise with our suppliers, usually we are much quicker than this!

Other Information In the unlikely event that you have to pay for an activity or for entrance to a venue booked and paid in advance through us, then simply collect a receipt and send it for us to investigate.

GDPR Privacy Policy We only pass on your group's names and contact details onto the suppliers relevant to your booking so that they can contact you regarding the event. All other information you provide us with is private and secure. We do not store card details and on request we will remove all your personal data within 8 hours.

The group leader is responsible for ensuring the group are aware of these terms.

Party House Terms

Contract DG Ventures t/a Freedom Stag/Hen Events Ltd act as a travel agent for principal suppliers named in your itinerary, you are deemed to have entered into a contract with your selected property.

Deposit Payments a £35 payment (or one person's place) acts as a deposit to hold property availability for 48 hours. Use your Members Login to send invites by email or SMS, so your friends can pay towards the 30% provisional booking. This gives you peace of mind of who is attending and the group leader can easily track all payments made. Per person deposits are non-refundable.

Provisional Bookings Within 48 hours we require 30% of the full booking value. Once that happens, we'll process your booking and send you confirmation.

Balance Payments The balance is due 12 weeks before the event. However, if you book with less than 12 weeks to go, we will confirm a special balance date with you. The Party House group cost can be shared by the final group size. If the balance is not paid by the due date we will have to view the booking as cancelled by you with no refunds due.

Security Deposit You are responsible for treating the house and contents with great care, should your group cause any damage to the supplier's property during the event, they will be financially liable. All properties require a credit card or BACS good behaviour bond prior to arrival. Starting from £50 per person (usually £500 - £1000 per property). Payments are released within 14 days of departure.

Safety and Insurance We entrust that our property owners observe the highest standards of safety and have appropriate levels of Public Liability Insurance. We have not undertaken an official examination of the facilities in all cases. You are responsible for taking out suitable travel insurance to cover your booking

House Rules Your accommodation will have a set of house rules in the welcome pack, for example:
Noise Policy (zero tolerance) – owners require you kindly consider the neighbours, with reasonable noise levels that does not disturb them.
Smoking is not allowed inside the accommodation or any other building on the premises.
Candles, naked flames or fireworks are not permitted on the premises.
Cleaning – you will leave the property in the same condition as you found it on arrival.
The number of persons occupying a property must not exceed the maximum number booked.
Properties with a hot tub or swimming pool have permitted hours of use.

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Alterations by You We will try to accommodate any changes, subject to availability. We have two charges: £10 to add someone once the balance has been paid and lost deposits should you wish to change date or destination before the balance due date.

Cancellation The cancellation of a booking can be accepted only if it is received in writing/email from the group leader. All payments made are non-refundable and non-transferable. If our suppliers impose a cancellation charge the group leader will be responsible for meeting these costs.

If someone within your group cancels, whatever the reason, unfortunately we can't offer a refund. However, we can provide an invoice for insurance purposes should they have a suitable policy. Or better still, if they can find someone to take their place, we can arrange a name transfer free of charge.

If the whole booking becomes unavailable for reasons beyond our control, in certain circumstances we will offer you a free change of location or a change of date but you will not be entitled to a refund.

On the run up to the weekend Please provide us with full names prior to the party. After the balance has been paid the property owner will send the group leader a welcome pack, including house rules, check-in and check-out times and other useful information. We advise all our group leaders to contact the relevant activity suppliers on their Ticket Itinerary a week before the event to run through any queries that you may have.

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