Nyansa Collective Gaming Birthday Party Booking Terms

Last updated: November 2026

These terms apply to Gaming Birthday Parties provided by Nyansa Collective. Please read them before confirming your booking.

1. Booking and deposit

A **£49 booking deposit** is required to reserve your agreed party date and time.

Your booking is only confirmed once:

- Nyansa Collective has confirmed the date and time; and
- the £49 booking deposit has been received.

The deposit forms part of the total cost of your party and will be deducted from the final balance.

2. Final payment

The remaining balance is the **agreed total party price minus the £49 deposit**.

Unless otherwise agreed in writing, the final balance must be paid **no later than 7 days before the party date**.

Any additional services, food arrangements or other agreed extras may be invoiced separately or added to the final balance.

3. Cancellations by the customer

If you need to cancel your booking, please contact Nyansa Collective as soon as possible.

Where a customer cancels, Nyansa Collective may retain some or all of the booking deposit where this reasonably reflects costs or losses directly resulting from the cancellation.

Where we are able to rebook the party slot or otherwise reduce our loss, this will be taken into consideration.

Cancellation charges will not exceed the reasonable loss suffered as a result of the cancellation.

4. Changing your party date

If you need to change your booking date, we will make reasonable efforts to move your booking to another available date.

Changes are subject to venue and staff availability and cannot be guaranteed.

Where possible, the existing deposit will be transferred to the new agreed date.

5. Cancellation by Nyansa Collective

In the unlikely event that Nyansa Collective needs to cancel your party and we cannot agree a suitable alternative date, any payments made to Nyansa Collective for the cancelled party will be refunded.

Nyansa Collective will not be responsible for additional costs you have independently arranged with third parties.

6. Party duration

Gaming Birthday Parties normally last **two hours**.

This includes any time allocated for gaming, food, birthday cake and celebrations.

Customers should arrive at the agreed time. Late arrival may reduce the amount of party time available if the venue is required for another booking afterwards.

7. Participants

Gaming Birthday Parties can accommodate a maximum of **24 participants**.

The customer should provide an estimated number of participants before the party and confirm final numbers when requested.

A responsible adult should remain available throughout the party unless a different arrangement has been agreed with Nyansa Collective.

8. Gaming equipment

Nyansa Collective provides access to the gaming equipment included within the agreed party package.

This may include:

- High-spec gaming PCs
- Gaming monitors
- Keyboards and mice
- Xbox controllers
- Gaming chairs
- Xbox Series X
- Nintendo Switch

Participants are expected to treat all equipment and the venue with reasonable care.

Any deliberate or reckless damage may result in the customer being asked to cover reasonable repair or replacement costs.

9. Games and gaming accounts

The games available may change from time to time because of updates, licensing, technical issues or other circumstances outside Nyansa Collective's control.

Where a game requires an account, participants may use the available venue accounts or their own account where appropriate.

Parents and guardians remain responsible for deciding whether particular games are suitable for their child.

10. Food and birthday cake

A separate room is available for food, drinks and birthday cake.

Food is **not included in the standard Gaming Birthday Party price** unless specifically agreed as part of your booking.

Customers may arrange their own food.

Nyansa Collective also has an arrangement with **Tops Pizza**. Pizza options and prices depend on participant numbers and will be confirmed separately.

Customers are responsible for informing Nyansa Collective and any food provider of relevant allergies or dietary requirements.

11. Behaviour and venue rules

Participants must behave appropriately and follow reasonable instructions given by Nyansa Collective staff and venue staff.

Behaviour that risks the safety of participants, staff, equipment or the venue may result in a participant being asked to stop an activity or, in serious circumstances, leave the gaming area.

12. Personal belongings

Participants are responsible for their own personal belongings.

Nyansa Collective cannot accept responsibility for personal items that are lost, damaged or left at the venue unless this results from negligence by Nyansa Collective.

13. Photography and video

Nyansa Collective will not use identifiable photographs or video of children for promotional purposes without appropriate permission.

Where photography or filming is planned, parents or guardians will be informed and any required consent will be obtained.

14. Venue

Gaming Birthday Parties currently take place at:

St David's College
Ty Gwyn Road
Penylan
Cardiff
CF23 5QD

Bookings are subject to venue availability.

15. Contact

If you have any questions about your booking or these terms, please contact Nyansa Collective through:

www.nyansacollective.co.uk

or reply to your booking email.

16. Your legal rights

Nothing in these terms removes or limits any statutory rights you have under UK consumer law.