



## Payment and Refund Policy

### Rollerize Roller Disco

At Rollerize Roller Disco, we aim to provide a smooth and enjoyable booking experience. Please read our payment and refund policy carefully before making a booking.

### General Refund Policy

- If **Rollerize cancels your event**, you are entitled to a **full refund** or the option to **reschedule your session** to a different date.
- If **you are unable to attend your booking**, we **do not offer refunds**. However, we will do our best to find another available session that suits you.

## Public Birthday Parties

### Payment Terms

- Full payment is required at the time of booking to secure your party slot.

### Refund & Cancellation Policy

- Cancellations made **28 days or more** before the booking date will receive a **full refund**.
- Cancellations made **fewer than 28 days** before the booking date are **non-refundable**.
- Where possible, we will attempt to **reschedule your party**, subject to availability.

## Private Roller Disco Parties

### Payment Terms

- Full payment is required at the time of booking to secure your private roller disco.
- While the full amount is paid upfront, **£150 of this payment is considered a non-refundable deposit**, which covers venue hire and administrative costs.

### Refund & Cancellation Policy

- Cancellations made **28 days or more** before the booking date will receive a **refund**, minus the **£150 non-refundable deposit**.

- Cancellations made **fewer than 28 days** before the booking date are **non-refundable** in full.
- Where possible, we will attempt to **reschedule your party**, subject to availability.

## Contact Information

If you need assistance regarding cancellations or rescheduling, please contact us at [info@rollerize.co.uk](mailto:info@rollerize.co.uk)

This policy ensures fairness to all our customers while allowing us to maintain the quality and availability of our roller disco events. Thank you for your understanding and support!