



Birthday Booking Terms and Conditions:

Cancellation Policy

- We do not offer a refund for birthday parties booked on our website. We will consider on a case-by-case basis offering an alternative date for a party if extreme circumstances cause a last-minute cancellation to the party. If we deem the circumstances valid, we will offer an alternative date within a 12 month period, but we cannot issue a refund.
- If an alternative date cannot be found, we will offer credit vouchers for different activity or product such as general admission tickets, annual memberships, dome show tickets or specified event tickets.
- If you are unable to find a suitable alternative date or product- credit vouchers for the value of the cancelled activity will be applied against your account. Credit Vouchers will be valid for 12 months from the date of issue and cannot be extended.
- If your original booking was made using a promotion or offer and your new booking is outside of the dates of the promotion, or you choose a different activity, you will be required to pay the difference at the time of making the change.
- We do not offer a refund if the number of children attending reduces below what was booked, therefore we recommend booking initially for your minimum numbers and then adding additional onto the booking at a closer time.
- The max number of children attending is 20 persons.
- Cancellation by Jodrell Bank- If for any reason Jodrell Bank has to cancel your activity, a credit voucher for the full value of your activity or a full refund will be given. Credit Vouchers are valid for 12 months from the date of issue. Jodrell Bank Centre for Engagement will not be liable for any compensation or costs incurred by you as a result of cancellation.

General Terms and Conditions

- Please arrive no earlier than 10 minutes prior to the party. The site does not open till 10am, so please wait in cars if your arrival is prior as the site won't be fully open and staffed until 10am.
- Use of the Comet Lodge is for you to eat the food element of the party and cannot be used for any other activity by yourselves or by a third person.
- We do not permit balloons, party poppers, confetti or crackers in the Comet Lodge due to the space having a log burner and risk of fire and risk to wildlife from littering.
- Please self clear after your party and place all waste in the bin provided in the Comet Lodge.
- Use of the Comet Lodge is for the time specified on your itinerary and not for any other time. Please vacate after your allotted time.
- You are not permitted to store personal items in the Lodge after the party has finished as other customers will be using this space after 1pm. Please vacate the space fully.



- Please note the Comet Lodge is a small space and therefore there is no capacity for any additional adults or children to attend this element of the party.
- Children are not permitted to take part in the party package using an Annual JB Pass, so please book for all attending children in your pre-booked numbers.
- Children must be supervised by an adequate number of adults at all times. This is a 1 to 5 ratio.
- Non-participating adults who wish to stay on site for the duration of the party can wait in our Planet Café at the entrance to the Visitor Attraction.
- If collecting children at the end of the party, we please ask you wait in cars or outside the building due to limited capacity in our on-site shop.
- An emergency contact name and number for all children attending the party must be given in writing prior to the party. Please make sure this document is emailed or handed in prior to the party.
- Please let us know of any dietary requirements at least 1 week in advance of the party. We recommend children with severe allergies bring their own food and all allergies must be disclosed prior to the party.
- We cannot cater for severe allergies which are a risk to health. Therefore, if an attending child has a severe allergy, we please ask that their parent/guardian provides a sealed and labelled lunch for the child or that they wait to eat off-site. In this instance, we will offer a £5 Gift Voucher in acknowledgement that they have not received the catered element of the birthday party package.
- Jodrell Bank is not liable for any risk to health caused from the consumption of food brought in by guests from off-site and therefore bookers are liable for making sure all celebration cakes and snacks brought on-site for consumption are compliant with your guest's dietary requirements and allergies.
- You are permitted to bring a birthday cake onto site, but please be aware of children's allergens.
- Accompanying adults are not catered for in this package. The free passes are access-only passes.
- Smoking/E-cigarettes are not permitted within the premises or on the grounds in accordance with University of Manchester policy.
- We do not permit open flames on site- please use electric or fake candles on cakes if you wish to have it lit. Candles are not permitted inside the comet lodge due to being a wooden building.
- We will not provide napkins, plates or a knife for birthday cakes.
- Please do not bring on to site sharp kitchen knives. Please make sure all knives are blunt and stored in a safe and secure place.
- We ask that cakes and gifts are kept in cars until 12pm when they can be moved to the Comet Lodge.
- All contents of the Comet Lodge must be emptied by the allotted time. This is currently 1pm.
- Dogs (except Guide and Hearing Dogs) are not permitted at Jodrell Bank or in the Gardens.
- All guests must switch off or have mobile or electronic devices on flight mode.
- Any photographs taken with the Lovell Telescope must be for your own use.
- The Jodrell Bank Centre for Engagement will be open to all other visitors from 10am to 5pm.
- E-scooters, scooter, bikes and trikes and ball games are not permitted on the site at any time.



Directions to Jodrell Bank.

Jodrell Bank lies 20 miles south of Manchester on the A535 between Junctions 17 and 18 of the M6 motorway. The postcode of the site is SK11 9DW if you would like to use Sat Nav. Please navigate to our Bomish Lane entrance.

Visitors driving from Manchester should follow the A34 through Wilmslow, bypassing Alderley Edge and Alderley Park. At the junction with Bollington Lane turn right at the traffic lights and right at the second set of lights onto the A537 heading towards Knutsford. At the roundabout take the first exit onto the A535 sign posted Jodrell Bank and Holmes Chapel.

Visitors arriving along the M6 should leave the motorway at Junction 18, take the A54 into Holmes Chapel, and then the A535 (Signposted Chelford). Alternatively, if arriving from the South, follow the A50 from Newcastle-under-Lyme, turning right on to the A535 at Holmes Chapel.

Our what 3 words is: <https://what3words.com/boots.mango.blushes>

The barrier to the venue opens at 10.00am, please press the buzzer to gain access ahead of this time. The car park is free of charge. The nearest train station is Goostrey Station or Macclesfield Station. We have no direct public transport links to the venue.