

Booking Terms & Conditions

Little Bricks Café - customer bookings and LEGO activities

These terms apply when you make a booking with Easigift Ltd (company number 15639902), trading as Little Bricks, for a session, table, activity or event at The School Yard, 106 High Street, Harborne, Birmingham B17 9NJ. Please read them before booking. By completing a booking, you agree to these terms on behalf of yourself and, where applicable, the members of your group.

Important – children remain the responsibility of their adult

Little Bricks is a family café and activity venue. Unless we expressly confirm otherwise in writing for a particular service, we do not provide childcare or take over parental responsibility. Children must remain appropriately supervised by their parent, carer or other responsible adult throughout their visit.

1. Making a booking

- A booking is confirmed when Little Bricks accepts it and you receive booking confirmation.
- You are responsible for checking that the date, time, number of guests and other booking details are correct.
- Please provide accurate contact details so we can contact you about your booking if necessary.
- Any age, capacity or other restrictions shown when you book form part of your booking.

2. Arrival, session times and capacity

- Please arrive at the time shown in your booking confirmation. Arriving late may reduce the time available for your session where another booking follows.
- Please do not bring more guests than you have booked without checking with Little Bricks first. We may not be able to accommodate additional guests because of venue capacity, staffing or safety requirements.
- Where a booking is for a timed session, customers must finish the activity and leave the booked area by the stated end time so that it can be prepared for the next booking.

3. Children and supervision

- Children must be supervised appropriately by a parent, carer or responsible adult at all times unless Little Bricks has expressly confirmed in writing that a particular organised activity includes supervised childcare.
- The accompanying adult remains responsible for the child's behaviour, welfare, toileting and personal care.
- Adults must make sure children follow reasonable safety instructions given by Little Bricks staff.
- If a child becomes lost or separated from their adult, please tell a member of staff immediately so our lost/missing child procedure can be activated.

4. LEGO sets, bricks and equipment

- LEGO sets, bricks, minifigures, accessories, instructions and other activity equipment provided by Little Bricks remain the property of Little Bricks and must stay at the venue unless we expressly agree otherwise.
- Please treat all pieces and equipment with reasonable care and return them to the appropriate area at the end of the session.
- Customers should not deliberately mix, remove, conceal or damage pieces or equipment.
- Where items are deliberately or negligently removed or materially damaged, Little Bricks may ask the person who made the booking to pay the reasonable cost of repair or replacement. We will not make a charge for ordinary wear and tear or trivial accidental loss.

5. Food, drink and allergies

- Please tell staff about any food allergy or dietary requirement before ordering and ask if you need allergen information.
- We take reasonable steps to provide accurate allergen information and follow our food-safety procedures, but customers with allergies should speak to a member of staff before purchasing or consuming food or drink.
- Food and drink must be consumed in accordance with any reasonable venue rules designed to protect customers, LEGO equipment and activity areas.

6. Behaviour and safety

- Customers must behave respectfully towards staff and other visitors and follow reasonable health, safety and venue instructions.
- Little Bricks may require a person to stop an activity or leave the venue where their behaviour is unsafe, abusive, threatening, seriously disruptive, or is causing deliberate damage.
- Parents and responsible adults should consider whether an activity is suitable for the age and needs of the children in their care.

7. Customer cancellations and changes

We understand that plans change. Any cancellation charge or amount retained will be reasonable and will reflect the circumstances of the booking, including costs Little Bricks has already incurred and losses that cannot reasonably be avoided.

- If you need to cancel or change a booking, contact Little Bricks as soon as possible using the contact details in your booking confirmation.
- Where Little Bricks publishes a specific cancellation or amendment window for the booking you are purchasing, that window will be shown before you pay and will form part of your booking.
- Where a cancelled space can reasonably be resold, this will be taken into account when deciding whether any payment should be retained.
- Nothing in these terms affects any statutory rights you may have.

8. If Little Bricks cancels or changes a booking

- We may occasionally need to change or cancel a booking because of circumstances such as staff illness, equipment or venue problems, safety concerns or events outside our reasonable control.
- If we cancel and cannot provide the booked service, we will offer an appropriate alternative date or a refund of the amount paid for the affected booking.
- If we need to make a material change, we will contact you using the details supplied with your booking and explain the available options.

9. Online and advance bookings

Some bookings for leisure activities are for a specific date or period. Where the law does not provide a statutory cooling-off right for that type of booking, any cancellation rights will be those stated in these terms and any booking-specific information shown before purchase. This does not affect other consumer rights.

10. Photography and privacy

- Please respect the privacy of other customers when taking photographs or videos at the venue.
- Do not deliberately photograph or film other children without the permission of their parent or responsible adult.
- Little Bricks will handle personal information provided for bookings in accordance with applicable data protection law and its privacy arrangements.

11. Personal belongings

Customers are responsible for their own belongings. Little Bricks will take reasonable care of any item handed to staff or placed in our custody, but we cannot accept responsibility for loss or damage that is not caused by our failure to take reasonable care.

12. Our responsibility to you

Little Bricks will provide its services with reasonable care and skill. Nothing in these terms excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud, or any rights that cannot legally be excluded.

We are not responsible for losses that were not reasonably foreseeable when the booking was made or for losses caused by circumstances outside our reasonable control, except where the law says otherwise.

13. Complaints and queries

If something is not right, please speak to the General Manager while you are at the venue where possible so we have an opportunity to help. You can also contact Little Bricks at littlebricks1@outlook.com.

14. Changes to these terms

We may update these terms from time to time. The version that applies to your booking will be the version made available to you when the booking is made, unless a change is required by law and must apply sooner.

15. Governing law

These terms are governed by the law of England and Wales. Consumers retain any rights they have to bring proceedings in the courts available to them under applicable law.

Document owner	Version	Review date
Little Bricks Management	1.0 – September 2026	September 2027