

General Terms & Conditions

Session Bookings

- All session bookings must be paid in full when booking, no refunds once paid but you are able to move your date.

Partys

- All parties are strictly 2 hours.
- Minimum 50% deposit on party booking (non-refundable).
- Final balance will be attempted to be collected one week before the party but must be paid 48 hours before the party starts or failure to do so and your party will be cancelled.
 - We must receive final numbers at least 2 days before your party.
 - Any issues that may arise during your party must be reported at the time of the event for our staff to be able to deal with it, as any retro prospective complaints will not result in refunds.
- Cancellation policy – All parties are non-refundable.
 - **ILLNESS** – If your child is ill, we appreciate this is distressing and we would like to help by moving the party date, subject to availability. If no alternate date is found, unfortunately you will forfeit your money. PLEASE INFORM US AS SOON AS POSSIBLE ON THE DAY OF THE PARTY. (CENTRE OPENS AT 9:30 AM)
- In the event of a heavy snow fall or inclement weather, if the Centre remains open and you choose to cancel your party, there will be no refund given. If the Manager decides to shut the Centre, we will re-arrange your party for another date.

In the event of further closures due to the pandemic, an alternative date will be offered but the deposit remains non-refundable.

- Party guest must vacate their room no more than 15 minutes after your party has finished to allow time to set up for next party.
- Coffee Shop – Catering available please ask for more details.
- No Food Or drink is allowed on the premises.
- No alcohol may be brought on to the premises at any time.
- No cameras or video equipment are allowed, except in the party room, without our permission.
- Suitable clothing and no footwear (apart from socks) should be worn in the play area.
- At least 2 adults must stay and supervise children at the party and on the soft play.
- Standard candles are permitted (Re-lighting candles are not permitted). Please ask staff if you are unsure. Should the fire alarm sound all users should vacate the building in an orderly fashion.
- All adults that choose to stay with their children during the party will be charged £2.00 per adult (excluding party Parents)
- We do not provide the birthday cake or candles – NO SPARKLERS OR CONFETTI ALLOWED
- Please bring napkins if you would like to wrap the cake
- All food must be eaten within the party room (including birthday cake)