

- All parties are strictly 2 hours.
- Minimum 50% deposit on party booking (non refundable).
- Final balance must be paid 48 hours before party dates.
  - 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 in order 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.
  - Party guest must vacate their room promptly 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.