

# Party Terms & Conditions

Booking a party is acceptance of our Rules of Play and the following terms and conditions:

## Final Payment & Guest Information

The remaining balance for your party must be paid in full no later than 5 days prior to the party date. At this time, we also require the first names of all children attending.

Once the final balance has been paid, no further amendments can be made to your booking, including changes to guest numbers or requests for refunds. Any requests to add additional attendees within 5 days of the party will be subject to the manager's discretion and availability.

No refunds are given for any children that fail to attend.

## Cancellations, Refunds & Minimum Payment

A minimum payment of 10 children is required for all party bookings, regardless of the number of children attending on the day. This is considered your deposit and is non-refundable.

Should you need to move your party date due to illness or injury, we will aim to accommodate you and a re-booking fee may apply. A doctor's note will be required.

## Arrival Time & Party Items

Please arrive no earlier than 15 minutes before your scheduled party time. Your party is restricted to the party timings booked and we are unable to accommodate additional time in the play centre, in lieu of time missed.

## Party Food Provided

All party packages include a mixed platter of chicken nuggets, pizza, chips, and jelly & ice cream plus unlimited squash and water, unless an alternative has been agreed in advance.

## Allergy & Dietary Requirements

If any child attending has an allergy or dietary requirement, this must be communicated either at the time of booking or no later than 7 days before the party.

We cannot guarantee that we will be able to accommodate special dietary needs if informed later than this.

Please ask for our Party Food Allergens table.

## Birthday Cakes

We welcome you to bring a Birthday Cake. We will cut and wrap the cake in napkins to go home at the end of the party.

Only food or drink purchased on the premises is to be consumed on site. Please do not bring in supplementary party food. We offer a range of extras and adult platters to choose from.

Please note we are a nut-free area so do not allow birthday cakes with nuts for parties.



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## Third Party Entertainers

Mascots/costumes/entertainers and facepainters are not permitted, for insurance, licensing and child protection reasons.

## Parental Responsibilities

We ask that the party parents/guardians/guests arrive no earlier than 15 minutes prior to the party.

## The party parents/guardians:

- are responsible for all children and should make sure the children are aware of the Rules of Play
- should make sure all children are dressed appropriately and wear socks.
- will provide cake and candles (no firework candles/cake fountains or sparklers are permitted)
- may bring extra balloons, napkins, party tableware or party bags (no decorations/blue tack/pins are permitted on the walls of the party rooms as this may cause damage)
- ensure that all children are collected by their parents/guardians, that the party room is vacated on time at the end of the party and that all guests safely leave the building.

## Equipment

While we make every effort to ensure all rides, equipment and facilities advertised are available, we cannot guarantee their operation at all times. Management reserves the right to restrict access to any facilities without prior notice if necessary.

## Feedback

If you experience any issues during your party, please speak to the Duty Manager straight away. They will do their utmost to resolve the matter on the spot. If there's anything they are unable to resolve at the time, please don't hesitate to contact us in writing at [preston@rascals-play.co.uk](mailto:preston@rascals-play.co.uk)

Please note that any concerns regarding party food must be raised on the day of the event, as we are unable to address food-related complaints retrospectively.

