

Party Booking Terms & Conditions including Cancellation & Refunds

Party Packages:

You will receive a party package consisting of a cold finger buffet, consisting of 3 sandwich fillings (See above), chicken bites, mini sausages, cheese chunks, tomato dip, selection of crisps and for pudding a selection of cakes & biscuits. Unlimited Squash throughout the party, a free return pass for the birthday child, a party area with some reserved seating for adults, party invites and a party host to help assist you with your party.

Mid Week Parties: - a 90 minute party package for a minimum of 10 children at £13.99 per child available term time only. (Mon-Fri Term Time Only from 4.30pm subject to availability)

Standard Party: -A 1 hour 45 minute package for a minimum of 10 children at £14.99 per child, weekends and school holidays.

Exclusive Party: -A 1 hour 45 minute package for a minimum of 25 children at £15.99 per child after 25 children it is £14.99 per child (Maximum 40 children) Available From 5pm only

During exclusives the kitchen is closed. If you wish to add the kitchen to exclusive hires it's subject to staff availability and costs £35 to be open from 5pm-6pm)

Any parties wishing to exceed 40 need to discuss with management team prior to booking

-All parties require a minimum of £40 non-refundable deposit to secure bookings and are not confirmed until the deposit is received and are required to be paid within 24 hours to secure your party date and time,

-**Exclusive Parties** are required to pay 50% of the balance 3 weeks prior the party date & the remaining balance 7 days prior to party date and are none refundable once payment is received.

-All Standard & Midweek balances are due 7 days prior to the party date and are non-refundable once payment is received. Please note any parties booked for 18 children & above children are required to pay for a minimum of 18 children due to reserving a double party room.

-Please note if you are unsure on your numbers please consider we can only increase numbers should space allow and that if you think you may need more it will be need to be booked above 18 at time of booking your party to avoid disappointment

-We do not offer refunds once final numbers are received and paid for

We have three designated party rooms:

Party Room 1 & Party Room 2 are located downstairs each room can hold up to 18 children and are separated by a room divide or become a combined room when booking a larger party please note you may have a party running alongside your party unless selecting an exclusive party package which run from 5pm

Room 3 is located upstairs

This room holds a maximum of 18 children numbers.

Additional Information

-You are required to pay for all children playing & eating at the party, on the day we do not offer refunds for guests who fail to attend. If the final numbers are higher than at the time of booking please be aware we will always try our best to accommodate extra numbers - however it may not be possible due to space.

-Should your guests bring children/siblings not named on the party list they will be charged an admission fee, subject to capacity of the facility, we advise siblings are booked in advance using our online booking system and selecting the required session that runs alongside your party

-If in the unfortunate event you requested to reschedule a party, this is at The Play Shed's discretion and dependent on availability. Any rescheduled parties may incur a surcharge as certain food items are prepared in advance.

-Guardians of the birthday child are responsible for ensuring there are suitable adults to monitor the guests at your party we advise 1adult:5children

- Due to safety purposes only standard candles are allowed in cakes.

-When arriving for a party allow no more than 10 minutes before, due to other parties and public admissions been at the setting and promptly vacate the setting after to allow a swift turn around, if you or your guests did wish to extend your time with us please speak to staff about availability & admission charges.

- Please note by paying your deposit you are agreeing to these terms and conditions, and our standard Rules of Play (located on the reception wall)

- Please note if you require your invites posting they will require a £4.50 postage charge. A digital invite is available upon request

- Requests to change food from the standard package would be at a surcharge and at the discretion of the management

- Any customers wishing to bring a third party company in such as face painting, mascots, magicians & balloon modelling is at The Play Sheds discretion, will be required to pay a £20 admin fee and provide a valid Public Liability Certificate with a value of £1,000,000, 72 hours before their party for us to add them to our insurance and must be discussed prior to the party date on how a 3rd Party will fit into the order of running of the party.

- All Third Party Companies are at the discretion of the management and any direct advertising such as leaflet distribution or Social Media tagging isn't permitted.

- Children requesting Allergen or Dietary requirements need to be discussed and notified no later than 7 days in advance, failure to do so will require a surcharge of £4.50 per child dependent on availability of products. We always try to cater for allergens and dietary needs however it is not always possible. We can show you products available and their ingredients however we cannot guarantee that they are 100% free of allergens or contaminants.

- Adults attending the party we allow 2 adults for the Birthday child and 1 additional adult per guest example: 18 children including the Birthday Child we allow 20 seats for adults) any additional adult seating is to be notified when confirming numbers 7 days before and would be at a surcharge of £2.50 per adult)

Additional Terms

Please note when booking a party via the online booking system, over the phone or by email, by paying your deposit in store, via a bank transfer or payment link this is accepting you agree you are agreeing to the completed Booking Form, Rules of Play, Party Booking Terms & Conditions, Cancellations and Refunds Policy. A Signature is not required for payments/bookings made over the telephone, online system or by email.