

WILD ONE'S

BIRTHDAY PARTY T&C

- No food, other than the Birthday cake may be brought onto the premises without the express permission of the Manager.
- The party slot will only be reserved once the deposit is paid.
- Once the deposit is paid, it is taken that you have agreed to all Terms and Conditions as laid out in the Rules of Play, Birthday Party Terms and Conditions and General Terms and Conditions.
- Deposit and balance of payment are non-refundable under any circumstances, however, the party may be moved to a different date with at least one weeks prior notice.
- Full payment must be received 48 hrs prior to the party, if not received the party may be cancelled and the deposit will not be refunded.
- No refunds will be issued for children failing to attend the party.
- Please ensure that all children are paid for including siblings of the birthday child up to the age of 12. Siblings over the age of 12 yrs will not be allowed into the equipment. Siblings of children attending the party will be charged at the normal entry price upon arrival, by the staff.
- You may arrive up to 15 minutes prior to the party, but yourselves and your guests will not be allowed entry prior to this time.
- The parent of the birthday child retains responsibility for all the children at all times and must ensure that all the rules of play are adhered to.
- The party parent must ensure that the party room is vacated promptly at the end of the 2hr period.
- The party parent must ensure that all children are collected by their respective parents at the end of the party.
- The party parent must ensure that children do not re-enter the play structure after the party has ended and that all their guests leave the building at the end of the allocated period.
- No decorations can be placed on the walls of the party room as this can cause damage to the décor. The management reserve the right to claim for any damage caused if parents disregard this rule. The party room is already decorated with birthday banners, balloons etc.
- If you wish to have a themed party, you may bring in plates, tablecloths, napkins, cups etc, which your party host will place in the party room on your behalf.
- No helium balloons are allowed in the play centre building at any time.
- Parties can be booked for a minimum of 8 children and a maximum of 30 children.
- Mascots must be booked and paid for at the time of the party booking.
- We cannot guarantee the appearance of the mascot, although we will endeavour to ensure that if a mascot is booked, it is at the party. However, in exceptional circumstances, if the mascot cannot appear for any reason, a full refund of the mascot price will be given on the day of the party.
- Mascots visits will last approximately 20 mins depending on the temperature in the party room. The amount of time cannot be guaranteed.

We hope that you have a fantastic experience at your party, but if there are any issues, please do not hesitate to speak to the duty supervisor at the time of the party.

