



## TUMBLES PARTY TERMS & CONDITIONS

1. All party bookings require a deposit to secure your party slot. Deposits can be paid in person at our centre either by Cash or Debit/Credit Card payment, or over the phone using your Debit/Credit Card. (Tumbles DO NOT record or hold any of your card details once a payment has been received).
2. We are happy to reserve a party slot for you for up to 7 days awaiting your deposit, if you are unable to secure the booking on the date of enquiry. We will NOT contact you for your deposit once the reserve date has expired. Your reserved slot will be released for someone else to take, unless we have agreed an alternative date.
3. Deposits MUST be paid in full before the slot is secured. We can split your deposit into multiple payments if needed, but the FULL deposit amount must be paid at least 28 days prior to the party date. Once you have secured your booking with a deposit, your booking will be subject to these Terms & Conditions.
4. Deposits are non-refundable if the party is due to be held within 28 days. In the event of us having to cancel your booking due to adverse weather conditions, or other reason not under our control, we will offer you an alternative date. If no suitable date is available, then we will credit you the deposit amount to be used for future play sessions and/or café orders.
5. On receipt of your full deposit, we will set-up a Party Booking Form for you. You will be required to collect a copy of this form as it will request information about your party that we will need approximately one week prior to the party date, such as number of children attending, party food choice, allergies, etc. If you are unable to call in, we can email you a copy of the booking form.
6. Please check which package you have booked (Classic or Exclusive) to ensure the option chosen suits your requirements. (Classic Parties DO NOT include party games). All Classic & Exclusive party options include party food for the children, unlimited jugs of juice/water and party bags. You are welcome to add items to the party bags if you wish, please allow for any food allergies if you add sweets.
7. Our party staff will contact you approximately 7-10 days prior to the party date for the information required to enable us to prepare for your booking (number of children attending, party food choice, allergies, etc). This may be earlier at certain times of the year (Easter/Christmas), to ensure we can allow for deliveries.
8. If you are unsure of guest numbers, we can allow for extra's on the day if needed if we have a rough idea 7-10 days before. If more children attend than expected, they will be added to your final balance on the day.
9. All children must be under the age of 11 years to be able to access the play equipment, and all visitors must adhere to our Rules Of Play to ensure the safety of everybody.
10. If less children attend the party on the day than you were expecting, you will only be charged for those attending (but the minimum number must be paid for according to the package requirements).
11. We will not charge for children under the age of one year, unless you specifically ask for them to be added to the party, and we will not include them for party food or a party bag (you can purchase these separately if you wish to).
12. If your guests wish to bring along siblings who are not party guests but wish to play, they can pay them in separately on arrival.
13. If children with food allergies/preferences are attending, please notify us 7-10 days prior to the party date so we can advise/prepare alternative food for them. Party bags sweets will be adapted to suit.
14. You will not be required to arrive any earlier than 15 minutes before your party starts. We will have your tables set ready for you, including enough space for a reasonable number of adults. If you wish to add table decorations (balloons, etc), or a wall banner, we are happy to assist you on arrival.
15. Party food will usually be served one hour into your visit, depending on kitchen demand. The children are permitted to play again once they have consumed their party food. Please speak to your party host if you wish to take any left-over party food home with you.
16. If you are providing a birthday cake or cupcakes, please provide ingredients to show any parents of children with allergies/food preferences. Your party host will cut the birthday cake and wrap it in napkins for the party bags, unless you request otherwise. If you wish to save some of the cake to take home, please let your party host know before they start to cut the cake. Please provide candles for your cake – **IMPORTANT: WE DO NOT PERMIT THE USE OF ANY KIND OF SPARKLER CANDLES.**
17. We will notify the children at least 5 minutes before the party ends to return to their parents and put their shoes back on ready for collecting their party bags. This may be slightly earlier for larger numbers. Your party host will assist in handing out the party bags so we can sign out your guests.
18. Please ensure you and your guests exit the venue within 15 minutes of your party ending, so that we can prepare for our next booking.