



Party Terms and Conditions:

Party payments and variations by you

- Your deposit payment of 50% secures your party booking. This deposit is non refundable.
- The 50% deposit is calculated on your estimated number of children at the time of booking.
- You will have the opportunity to adjust the numbers at the final payment stage (This is 7 days prior to the date of the party)
- Please note that your party is not confirmed until final payment has been received.
- Final payment is due, with your final party numbers 7 days prior to your party date.
- After number confirmation and full payment received, any number changes will not receive a refund in monetary value. However play vouchers may be given at the management's discretion.
- Once we are in receipt on final numbers, you are unable to increase this number or have any additional guests arriving on the day this is due to the seating capacity in the party area.

Variation by us

- We reserve the right to change the content of any booking or party package without prior notice.

Cancellation

- We do not refund any deposits paid.
- We will reschedule the party up to one weeks' notice. This will be to any available date.
- The party must be rescheduled to the same party type.

Party bookings

- Party bookings are for a min of 10 children which includes the birthday/children.
- Maximum party numbers are based on the room/area allocated at the time of booking. Maximum numbers are site specific.
- Please be advised that due to the nature of our party business, there could be up to 2 other parties on in the same time slot as yours. The party area is not exclusive to your party.
- We are able to cater for up to 2 additional party guests on the day without you notifying us. The extra guests will need to be paid for by the party parent before the party celebration.
- If you require any additional products we request this is ordered at the time of your final payment.

Rules and responsibilities

- The rules of play will apply to these conditions as stated herein. Our rules of play are available to see on our website. <https://360play.co.uk/about/safety-guide/>
- The party organiser should arrive no earlier than 10 minutes prior to the start of the party.
- The party organiser must inform 360 staff of any food allergies or similar materially important facts concerning all children within their party.
- Parent guests bringing siblings that are not part of the party will be charged at the standard entrance price on the day. The party organiser can choose to either be charged for extra adults/siblings on the day, or ask the reception team to charge the guests upon entry.
- The party organise and the parents are responsible for the children at all times.
- The parties are a 2 hour time slot. Once the party has ended you are not permitted to stay and play. If you wish to stay and play standard entry prices will apply.
- No catering can be brought into the centre by the party organise or guests. All food and beverage items must be purchased from 360 play.

Site security

- The party carer must join the 360 registration scheme at a one off payment of £5.00. Please note not all party guests have to be registered with us just the party organise.

Liability

- We do not exclude our liability for death or personal liability arising from our negligence or that of our employees.
- We exclude liability for all or any loss, damages and/or theft that you may suffer however arising and all and injury which does not fall within the parameters of the above bullet point.

If you wish to read our privacy notice and data protection then please click the link below.

<https://360play.co.uk/tc/privacy-notice/>

We hope you enjoy your birthday party.