

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 (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, along with your final party numbers, 7 days before your party date.
- After number confirmation and full payment is 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 of 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.
- The paid upgrade to Deluxe Pizza food replaces and does not include the basic package of food.

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.
- Payments in full are non-refundable.
- We will reschedule the party with up to one week's 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 (Toddler Party 8 children, Host-less 8 children, Deluxe Host-less 8 children) which includes the birthday child/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 these are ordered at the time of your final payment.

Rules and Responsibilities

- The 360 Play standard rules of play apply. Our rules of play are available to see on our website. <https://360play.co.uk/about/rules-of-play/>
- The party organiser should arrive 10 minutes before the start of the party.
- The party organiser must inform 360 staff of any food allergies or similar important facts concerning all children within their party.
- **Important party cake allergen information** - please read <https://360play.co.uk/wp-content/uploads/2022/11/Protecting-allergens.pdf>
- 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 organiser and the parents are responsible for the children at all times.
- The parties are a 2 hour time slot, Make-a-Bear parties are 2½ hours long.
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 organiser or guests, except for the birthday cake (following instructions on link above regarding Natasha's Law), or by pre-arrangement with the manager.

We hope you enjoy your birthday party.

Private Hires

- A catering fee of £100 will be added to all exclusive hires that choose to cater themselves. Customers must take full responsibility for their guests' allergen and dietary requirements, and we do not allow any products containing nuts.