

## Make a Bear 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 or online (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.

### Variation by Us

- We reserve the right to change the content of any booking or party 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 pricing; extra payments must be made if differences occur.

### Party Bookings

- Party bookings are for a min of 10 children, which includes the birthday child/children.
- Maximum party numbers are based on the 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 other parties on in the same time slot as yours.
- Please be advised that due to the nature of our party business there could be up to 3 other parties who have selected to seat their guests in our separate party area, The party area is not exclusive to your party.
- We can 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 booker before the party celebration.
- If you require any additional products, we request these are ordered at the time of your final payment.
- 1 accompanying adult per child. All other adults are chargeable and must be paid for before the party celebration.
- No deductions will be made for your booking if you do not wish anything included in the bundle per guest.

### 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>

- Please refrain from bringing in your own cake knife. We will supply you with a cake slice. Any outside knives brought into the centre will be confiscated.
- 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. Once the party has ended you are not permitted to stay and play. If you wish to stay and play additional charges 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.
- Teddy bear add-ons will automatically come with our exclusive party host for an additional fee to ensure complete service delivery.
- Party bookings will sit within our centres unless an add-on for our party area has been selected.
- Party bookings will not include any served food unless an add-on for your chosen options has been selected. No other food products can be bought in our centre in place.
- Party bookings are entirely responsible for managing their own celebration unless they choose an add-on for an exclusive party host.
- Additional products are available on a first-come, first-served basis and are subject to a maximum limit. Therefore, not every celebration package will include all add-ons once they are sold out.

*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

