

**These Terms & Conditions are valid for all parties at The Adventure Zone Soft Play & Party Centre, including Exclusive Parties. They set out the basic legal Terms & Conditions between us ("The Adventure Zone Soft Play & Party Centre") and you ("the Hirer"). Please make sure that your party guests are aware of any of the Terms & Conditions that may apply to them.**

## **Deposit & Payment**

Please note that parties will not be confirmed until payment of a **non-refundable** deposit has been received. Deposits can be taken in cash or by credit/debit card. We accept all major credit cards. The final payment will be the number of children (minimum number as stated below) multiplied by the party price. **If you have booked via the on-line booking system your party will not be valid until we have confirmed the date and time availability by either telephone or email.**

Standard Soft Play Party	£50	<input type="checkbox"/>	Minimum 10 Children
Laser Tag Soft Play Party	£50	<input type="checkbox"/>	Minimum 10 Children
Ultimate Exclusive Private Party	£50	<input type="checkbox"/>	Minimum 16 children

Through payment of this deposit you will be deemed to have accepted these Terms & Conditions. We reserve the right, prior to receiving the deposit, to decline any request by you for a party.

**The balance must be settled Wednesday before the party.** If the balance payment remains outstanding 1 day prior to the date of the party we reserve the right to cancel the party without notice. If the period between the date of booking and date of the party is less than 7 days, the total cost of your party must be paid at the time of booking.

**limited seating will be reserved for adults and we kindly ask they use these seats and not the seating for pay and play customers. .**

## **Cancellation or Postponement**

Where a party is cancelled more than 7 days prior to the scheduled date of the party, you will forfeit the deposit, and if the party is cancelled within 7 days of the scheduled date of the party you will forfeit all monies paid. Cancellations must be made in writing or via e-mail and we must have acknowledged the cancellation for it to be valid. We will make every effort to accommodate postponements, but otherwise these cancellation terms will apply.

## **Force Majeure:**

We will not be liable or responsible for any failure to any of our obligations under these conditions that is caused by a Force Majeure event.

A Force Majeure event means any act or event beyond our reasonable control, including without limitations strikes, industrial action by third parties, civil commotion, riot, invasion terrorist attack, war (declared or not), fire, explosion, flood, storm, earthquake, subsidence, epidemic, pandemic or any other natural disaster, forced closure by Government Official.

During this time we will postpone all bookings and contact you to arrange a suitable date to re-book. Alternatively a credit will be held on file to the value of the deposit to use in-store.

## **What to bring on the Day**

You will need to bring with you a Birthday Cake, candles, party bags if you are providing your own and the guest list. If you want the Birthday cake wrapped or to be consumed during the party then you must bring some napkins, otherwise you will be charged £1.50 for napkins.

## **Party Guests**

Please phone in or e-mail the final number of children that will attend the party 7 days prior to the scheduled party date. This will be the minimum number for which you will be charged. We cannot be held responsible for last minute guest cancellations and no-shows. Please also note that if the number of party guests increases by more than 20% from the provisional number confirmed, we will make every effort, but cannot guarantee that it will be able to provide food to cater for these additional guests. All additional guests will be charged on a pro-rata basis. We will reserve a maximum of 12 seats for the adults staying for the duration of the party. Please do not use the tables and chairs provided for the pay & play public if found doing so you will be asked to return the tables and chairs for the general public to use. If you have booked an exclusive use party then you will have the whole seating available to you.

It is your responsibility to inform The Adventure Zone of any food allergies or other important facts concerning all the guests attending the party.

It is also your responsibility to ensure that a responsible adult closely monitors all party guests with food intolerances and/or allergies when food is being served. We will not be held liable for any health issues that are directly or indirectly caused by, or arising from, or which can be attributed to any failure to supervise a party guest with food intolerances or allergies.

-Booking form completed with food selection, special dietary requirements, food intolerances and any allergies.

-Your current contact information, telephone number and email.

## **Party Time & Duration**

The time and date of your party will be indicated on your guest list and/or confirmation e-mail. Standard Parties are 2 hours in duration, and comprise a 1 hour 30 minutes play, followed by 30-minutes for food to be served. Laser tag Party Packages are 2 hours in duration, and comprise 1 hour soft play, 30

minutes of food, followed by 30 minutes Laser tag. Private parties are 2 Hours in duration, and comprise a 1 hour 30 minutes play, followed by 30-minutes for food to be served. If you have a birthday cake, it will be brought out at the beginning of the food in order that the birthday child can blow out their candles and the guests can sing Happy Birthday. If you require longer in the party room for your food you can shorten the play by 15 minutes and extend this time in the party room, this is sometimes recommended for younger children. Exclusive use Soft Play & Laser Party times will vary but will be explained upon booking as each one can be tailored to individual needs.

Please ensure that the birthday cake is of an appropriate size for the number of guests attending your party, and for the reasons stated above we would suggest that you do not purchase a cake that comprises fresh cream or ice cream.

In order that delays are not caused to subsequent party bookings, all parties must start promptly. Guests will be permitted access to

The Adventure Zone Soft Play & Party Centre no more than 5 minutes prior to the time that your party is due to start. Should you or any of your guests arrive late we cannot extend your party time.

Leaving your tables promptly will enable us to ensure that subsequent parties start on time. However, we know that some guests just don't want the fun to stop. Therefore, if your guests would like to stay on after the party (during normal opening times) they can pay the admission fee at the reception desk this also depends on spaces available for general admission, however please note that guests must vacate the party area in order that it can be cleaned and prepared for the next party. We ask politely that when your party is called for their food that the children do not go back into the play area during or after the food has been served.

For Laser tag and private party Packages the hirer can extend the party for an additional fee of £80.00 for 30 minutes, more options are available for this party, please refer to the website [www.theadventurezone.co.uk](http://www.theadventurezone.co.uk) or ask a staff member when booking.

**A £80 charge will be applied to you**, the hirer if all Party Guests have not vacated The Adventure Zone Soft Play & Party Centre within 15 minutes of the scheduled finish of the party, excluding the guests that have purchased a re-entry ticket.

### Party Assistance (Exclusive Parties Only)

We will provide members of our team for Exclusive Birthday Parties Only. They will be on hand during your time at The Adventure Zone. The Team will be on hand to serve drinks and ensure the cake celebration runs smoothly. If there is something you would like doing please ask one of the team who will be happy to take care of things. Please let us know in advance if you have any special requests that would make your child's party that little bit extra special...

### Entertainers

Entertainers can only be permitted during exclusive parties. The entertainer must be pre-agreed with us and must supply proof of valid Public Indemnity Insurance and a Criminal Record Bureau check at least one week prior to the date of the party.

### Balloons and decorations

You are welcome to bring your own helium balloons, but these must be weighted before entering the venue and anchored securely once in the venue. Any balloon that enters the roof space of the venue will be charged a £5 removal fee per balloon. Please ensure that any latex balloons that are brought in are only allowed in the party area and NOT on the Play Equipment. No banners are not allowed to be placed onto the wall or play frame.

### Food and Drink for Adults

With the exception of the birthday cake, guests may not bring food and drink into The Adventure Zone Soft Play & Party Centre. Various food platters can be provided at additional costs. A tab can be arranged at the beginning of your party so that your adult guests can order food and drink from our cafe.

If any of your guests would like to order food they must do so ensuring that the time taken to consume does not overrun the party finishing time.

**Please do not bring in any extra food or cakes for the party for your guests or the children, it is strictly forbidden to eat any food that has not been supplied by The Adventure Zone if found doing so will result in your party being stopped with immediate effect with no refunds issued.**

### Alcohol Policy

During Parties which consist of exclusive hire adults are welcome to order an alcoholic drink from Strikes Bar for consumption in The Adventure Zone Soft Play with the parents of the birthday child's permission. Any adult that has consumed alcohol may not enter the play frame and The Adventure Zone Soft Play & Party Centre will not be liable for damage or bodily injury directly or indirectly caused by, or arising from, or that can be attributed to, the consumption of alcohol by any persons using the play equipment.

### Conduct & Use of Facilities

We will not be responsible for the supervision and behavior of guests and adequate levels of adult supervision are required at all times. We recommend that each adult is responsible for the supervision of no more than 5 guests. Unless due to negligence or breach of statutory duty, The Adventure Zone Soft Play & Party Centre will not be liable for damage or bodily injury directly, or indirectly caused by, or arising from, or which can be attributed to any failure to supervise guests or through the misuse of equipment.

You agree to ensure that the party is conducted in an orderly fashion and in full compliance with Health & Safety Policy and Rules of Play of The Adventure Zone Soft Play & Party Centre as posted prominently around the facility. Furthermore, you will ensure that Party Guests do not cause nuisance to other guests of The Adventure Zone Soft Play & Party Centre, and understand that we may, at our absolute discretion, immediately eject any guest from the facility that causes any nuisance or breach of our Health & Safety Policy or Rules of Play.

### Damage to Equipment & Facilities

In the event of any damage occurring to furniture, equipment or facilities, we reserve the right to render you liable for any replacement and/or repair. You, and your guests, may not affix, suspend, adhere, hang or otherwise any items on the furniture, equipment, or facilities without the prior consent of The Adventure Zone Soft Play & Party Centre.

You may not use your own or rented electrical equipment in The Adventure Zone Soft Play & Party Centre without providing prior evidence of recent PAT testing. This includes the electrical equipment of any Entertainer's that you may use, or that belongs to any of your Party Guests.

### Photography

Photography includes photographic prints, video, film and digital imaging. Photography of children is subject to the Data Protection Act 1998 regarding the rights of individuals to have information of a personal nature treated in an appropriate manner and the Human Rights Act 1998, protecting the privacy of individuals and families. As well as these statutory rights, restrictions on photography arise from issues of child protection.

At The Adventure Zone Soft Play & Party Centre we take all issues regarding a child's security and wellbeing very seriously. We recognize that parental photography traditionally forms an enduring part of each family's record of their child's progress, and your desire to capture your child's Party for posterity. However, you and your guests can take photos of your children only, you must obtain prior parental authority including photographs where another child may be captured in the background. Furthermore, we respectfully request that all photographs taken during your Party are strictly used solely as a private family record and that you do not upload to, or publish, such photographs on social media websites. Where we believe that you or a guest are not adhering to our policy regarding photography, you or the guest will be requested to immediately cease and desist. Failure to immediately comply with our reasonable request will result in the immediate ejection of you or your guest from The Adventure Zone Soft Play & Party Centre.

### For the Health & Safety of Guests:

**No party poppers/sparklers or confetti are allowed on the premises. No balloons are allowed in any of the soft play equipment. Please do not bring any other food into the Venue for your guests or children to eat – this is strictly not allowed. Any person using the play equipment must have socks on. If you don't have any on you can purchase them from reception. NO SOCKS – NO PLAY. During Laser tag Games there may be lighting effects and haze/smoke to enhance your games, please let us know if any of your guests have epilepsy or are light sensitive.**

Staff

**Signed:**

**Print:**

**Date:**

Customer

**Signed:**

**Print:**

**Date:**