

# JUNGLE KINGDOM

## Party & Exclusive Hire T & C's

Thank you for booking your party with Jungle Kingdom. We hope you have a (p) awesome party and to make everything clear, we would like to draw your attention to the following relevant information in relation to our parties.

### 1. PARTY DEPOSIT PAYMENT

The party deposit of £45 (or £100 for Private Hire) secures your booking and is non-refundable except in exceptional circumstances and at the owners' discretion. The party date/time can be moved if more than 4 weeks' notice is given before the originally booked party date and is subject to availability.

2. The minimum number of kids attending a regular party is 10 and the maximum is 30. Where the party is less than 10 we can tailor a party package to suit you needs, but a "free return" will not be issued to the party child.

Where there are joint parties only one "free return" will be issued (applied to the most expensive entrance child) unless we are advised differently at the time of final balance. Where the party is 30+ kids we recommend a private hire. "Free returns" are not issued for exclusive hire parties.

3. FINAL PAYMENT Please note your party will not go ahead unless final payment has been made. Final payment is due 2 working days before your party due date and a member of staff will endeavour to contact you during this time frame to confirm final numbers and to collect the balance, However it remains your responsibility to contact us 2 days in advance to confirm final numbers, pay the balance, confirm sandwich choices and to advise of any dietary and/ or special requests.

Please consider when confirming your final numbers that we are unable to offer any refunds for 'no shows' once final payment has been processed.

Additional kids attending the party will be charged a higher price if within 2 days of the party including on the day. Please note we operate a strict maximum number rule for our soft play and therefore at very busy times we may not be able to accommodate additional kids who turn up on the day.

SIBLINGS – any siblings accompanying a child or parent to a party will be required to pay the entrance fee appropriate for their age. They will not be catered for or receive a party bag however they are permitted to accompany the party to the exclusive party rooms (providing this does not exceed the maximum number of 30 kids). The accompanying siblings/ children MUST not be left in the soft play unsupervised by an adult (known to the child) as the party guests go to the party room.

When final payment is being made you will also be asked to confirm your sandwich choice and to highlight any children with allergies or food intolerances so that we can cater appropriately (we do permit children with allergies to bring their own food in by prior agreement with the management).

### 4. RESPONSIBILITIES: –

#### PARENT/GUARDIAN

The party parent must not arrive any earlier than 10 minutes prior to the party start time to ensure.

The party parent and adult guests are responsible for all party children at all times.

The party parent should explain our rules of play to the children

The party parent should ensure that all children are dressed appropriately (as per centre rules- i.e. long trousers, socks, long sleeved shirts)

The party parent should ensure that all children wash their hands prior to party.

Balloons are not permitted in the soft play area.

Spray foam; poppers, streamers, or face painting are not permitted in the soft play area or the party room. If parents would like to bring in themed party plates/napkins etc then the party host will lay these out in the party room for you. Please advise us of this at the time of full payment (2 days in advance of the party) .

The party parent will provide the birthday cake and candles (only normal candles permitted). The party parent must ensure that all party children are collected by their parent or guardian on time at the end of the party.

The party parent must ensure that the party room is vacated with all belongings at the end of the allocated party time. The party parent must ensure that all guests leave the building at the end of the allocated party time. Children are not permitted back onto the equipment at the end of the party. A re-entrance charge is payable should kids wish to return to the soft play at the end of the party, and this is subject to whether or not we have any space availability.

Parents/guests must not bring their own food into the centre (except the birthday cake). All food items and beverages must be purchased from the Explorers café (you can run and tab for your party guests if required).

#### PARTY HOST

Please note that the role of the Party Host is NOT appointed to entertain the children

The party host will reserve a table in the soft play for party guests. This is more of a meeting point rather than guaranteed seating for all adults/ children.

(A table and 4 chairs is guaranteed as a minimum).

The party host will provide jugs of unlimited squash throughout the party.

The Party Host will take the food to the party room.

The Party Host will accompany one of our mascots to your party table in the soft play area for cuddles, high-5's etc and photos if required (and included in your party package)

The party host will bring the cake in with candles lit for 'Happy Birthday' then where required cut and wrap the cake for party bags.

N.B. although the Party Host will try to provide a good level of service to both party parents and children, their main responsibility is to the party children.

### 5. PARTY ROOMS

No decorations are permitted on the walls of the party room as this causes damage.

Jungle Kingdom reserves the right to claim for any damages should this be disregarded.

Should you wish to have the the windows opened/closed, heaters or fans switched on (if not already) please ask the party host.

Not sitting on the windowsills – particularly small children.

Smaller picnic benches are available for smaller children (toddlers) & high chairs

(maximum 4) if requested at the time of balance payment (at least 2 days prior to your party).

### 6. HEALTH & SAFETY MATTERS

Only normal birthday cake candles can be used (no sparklers or flare candles).

Jungle Kingdom staff will provide lighter and light the candles.

For children under the age of 3 years old, there should be no fewer than one party parent/guardian (over 18 years) for every two children.

For children under the age of 10 years old, there should be no fewer than two party parents/guardians (over 18 years) for every 8 children. Centre Rules apply at all times

### 7. OTHER INFORMATION

If you have any problems during your party it is important that you speak to the Duty Manager immediately so the issue can be resolved swiftly. In the unlikely event that the issues cannot be dealt with by the manager, they will escalate the issue to the Owner for thorough investigation and resolution.