



## Party Time Terms and Conditions

By paying the deposit and making the booking ("You" "your" "yours" "guests") agrees to the below terms and conditions as set out by Juniors Café & Soft Play ("us" "ours" "Café Staff").

### Pricing

<b>Deposit</b>	60% deposit is required to confirm the booking, the deposit is <b>non-refundable</b> , and your booking is <b>not</b> confirmed until the deposit is received.
<b>Balance</b>	The remaining 40% balance is to be paid one week before the party.
<b>Security deposit</b>	An additional £40.00 security deposit will be taken before the party, this will be refunded, following an inspection by a member of staff and provided there is no damage, the Soft Play and seating areas are clean and tidy, and all the rubbish has been removed.

### General Terms and Conditions

You will be permitted 15 mins before the start of the party to set up and decorate and 15 mins after to clear up and remove decorations and rubbish, any additional time taken may be subject to a charge or loss of the security deposit, unless agreed otherwise beforehand.

The soft play and seating area must be clean and tidied before leaving with removal of all rubbish and any decorations.

Rude, abusive and offence behaviour towards guests, customers and or the Café Staff will not be tolerated, and you will be asked to leave, and the party will be cancelled immediately with no refunds or security deposit returned.

Junior's Café & Soft Play does not accept responsibility for personal belongings at any time. Items are left unattended at the owner's risk.

You and your guests are free to use the café and you may choose to set up a tab which must be settled before the end of the party.



## **Party Time Terms and Conditions continued**

### **Soft play area**

Socks must be worn at all times.

No shoes are to be worn on the play structure or the soft mats surrounding them.

We recommend that children wear long sleeves and trousers to avoid friction burns on the slides. We cannot be held responsible for friction burns.

### **Music**

You can bring your own wireless speaker and play music at a moderate volume (if it is too loud, we may ask you to turn it down).

### **Power outlet**

There are no facilities for electrical power usage, and you or any guests are not permitted to use the Soft Play's power supply, this is a breach of health and safety.

The use of cabling and or extension cords is not permitted

The use of hotplates and other heating instruments is not permitted.

### **Capacity**

The max capacity of the children's party should not exceed more than 20 children

### **Food and Drink**

The price does not include any food or drinks.

You are more than welcome to arrange catering for the party, however no hot drinks are permitted.

There is no refrigeration or facility to store or heat food for the party.

No food or drink is permitted in either soft play sections or the matted areas

Food debris must be cleaned, and spillages reported to a member of staff

You are responsible for health, safety, security, and wellbeing for all the children in attendance, this would include knowing about any food allergies and if severe this needs to be reported to a member of the Café Staff.

### **Cancelations**

You can cancel your booking at anytime however prior to one week you will lose your 60% deposit, within one week you will not be entitled to a refund.



## **Party Time Terms and Conditions continued**

### **Complaints**

If you experience a reason for complaint during your visit, please submit this in writing to [info@juniorscafe.co.uk](mailto:info@juniorscafe.co.uk), please include date and time and your name.

Once a formal complaint is received, it will be investigated fully by the relevant managers. It is our aim to respond to all complaints within 21 working days, however, if further evidence is required to complete an investigation, it may take longer.

**Thank you for cooperation and agreeing to the terms and conditions outlined and we look forward to welcoming you and your guests to Juniors Café & Soft Play.**