

## **Parties Terms & Conditions:**

These terms and conditions are there to help explain what will happen when you have a party at Mini Kingdom and for you to understand our cancellation and deferral policy, our obligations to you and what is required as a party organiser. Please familiarise yourself and ask us if you have any queries.

Party parents/guardians must read our Admission Policy and rules of play and ensure all adults in the group are aware of and adhere to the rules while they and their child/children are on the premises.

Party slots are limited and are booked on a first come, first served basis. All party deposits must be paid for at the time of booking through the booking section on our website.

**All deposits taken are non-refundable, regardless of the reason for cancellation.**

If any additional children are added after the original booking, a payment request will be sent and must be paid in full 7 days before the event.

You will receive an order notification and receipt for the party confirmation. A form will need to be completed prior to the day of the event. Party food can be edited as long as we know the order a minimum of 7 days before the date.

Party invitations can be collected from the venue after your booking has been placed.

Bookings must be made at least 3 day in advance of the required party date – this is to allow us time to make sure we have the correct number of staff for the day of the party and we can make sure we can order everything for the party.

Parties at Mini Kingdom are held during normal opening hours.

You cannot bring your own food to the party, only food purchased from us may be consumed, with the exception of a birthday cake.

Any extra children/siblings brought along by another parent, but not classed as party guests, must be paid for separately on admission – subject to availability (or book on our website in advance) and will not be provided with food unless purchased from the café separately.

You will be required to leave the activity centre at the end of any regular session and your party session. We reserve the right to charge an additional admission fee in the event that you stay beyond this.

If you have any special dietary requirements, please let us know in advance and we will do our best to assist. It is especially important to highlight any allergies.

All changes, dietary needs or specific requirements, should be communicated as soon as possible and certainly a minimum of 7 days before the party.

Party bookings can be made for numbers fewer than the stated minimum, but the costs will match that of the stated minimum.

You must have adults to a ratio of minimum 1:5 for soft play.

Refunds for participants unable to attend will only be given if it has been communicated to us 7 days in advance. Within those 0-6 days before the party, we will be unable to issue any refunds.

Number of party children need to be confirmed at least 7 days in advance with what food they are having.