

MINI KINGDOM PARTY TERMS & CONDITIONS

Thank you for choosing Mini Kingdom for your child's party.

These Terms & Conditions explain your responsibilities when booking a party with us, our responsibilities to you, our cancellation policy, and how we manage party bookings. By confirming your booking, you agree to these Terms & Conditions.

1. Booking Your Party

- Party bookings are accepted on a first come, first served basis.
- A non-refundable deposit is required at the time of booking to secure your chosen date and time.
- Your booking is not confirmed until your deposit has been received.

2. Party Balance Payment

- The remaining balance for your party **must be paid in full no later than 7 days before the party date.**
- This payment deadline applies to all parties without exception.
- If full payment has not been received by this deadline, **Mini Kingdom reserves the right to cancel your party booking** and release the booking slot to another customer.
- Staff members are **not authorised** to extend or waive this payment deadline unless confirmed in writing by a Director of Mini Kingdom.
- No reminder from Mini Kingdom is required, as it is the responsibility of the party organiser to ensure payment is made on time.

3. Additional Children

- Additional children may be added to your booking, subject to availability.
- Any additional places must also be paid for **no later than 7 days before the party date.**
- We cannot guarantee additional spaces requested within 7 days of the party.

4. Party Information Form

- You will receive a booking confirmation after your reservation has been made.
- A Party Information Form must be completed before your party.
- This includes guest numbers, food choices, dietary requirements and any special requests.

5. Final Numbers & Food Orders

- Final guest numbers must be confirmed at least **7 days before your party**.
- Food choices must also be submitted at least **7 days before your party**.
- Once final numbers have been confirmed, these will become the minimum number charged for your booking.

6. Dietary Requirements & Allergies

- Please notify us of any allergies or dietary requirements as soon as possible.
- All dietary requirements must be submitted at least **7 days before the party**.
- While we take every reasonable precaution, all food is prepared in a kitchen that handles multiple allergens.

7. Party Invitations

- Party invitations may be collected from Mini Kingdom after your booking has been confirmed.

8. Booking Notice

- Party bookings must be made at least **3 days before** the required party date.
- This allows us sufficient time to arrange staffing, food supplies and party preparations.

9. During Your Party

- Parties take place during our normal opening hours unless otherwise agreed.
- Your party room is available for the allocated time only.
- Guests are expected to leave at the end of the booked session.
- Mini Kingdom reserves the right to charge additional admission if guests remain after the allocated session.

10. Admission Rules

- All party parents and guardians must read and follow our Admission Policy and Rules of Play.
- The party organiser is responsible for ensuring all guests understand and follow these rules.
- Children remain the responsibility of their accompanying adult at all times.

11. Adult Supervision

- A minimum adult-to-child ratio of **1 adult for every 5 children** must be maintained throughout the party.

12. Outside Food & Drink

- No outside food or drinks may be brought into Mini Kingdom.
- The only exception is a birthday cake.
- Any celebration cakes brought onto the premises remain the responsibility of the party organiser.

13. Extra Children & Siblings

- Children attending who are **not included within the party booking** must pay the standard admission fee (subject to availability).
- These children are not included in the party package and food must be purchased separately from the café.

14. Cancellations & Refunds

- Party deposits are **non-refundable**.
- Refunds for children unable to attend will only be considered if Mini Kingdom is notified **at least 7 days before the party**.
- No refunds will be issued for cancellations or reductions in numbers made within 7 days of the party.
- If Mini Kingdom is forced to cancel your booking due to unforeseen circumstances, an alternative date or full refund will be offered.

15. Changes to Your Booking

- Any changes to guest numbers, food choices or other party arrangements must be requested **at least 7 days before the party**.
- We will always try to accommodate changes where possible, but cannot guarantee availability after this deadline.

16. Party Numbers

- Parties may be booked for fewer than the advertised minimum number of children.
- However, the minimum package price will still apply.

17. Health & Safety

- All guests must follow Mini Kingdom's Rules of Play and Health & Safety procedures.
- Mini Kingdom reserves the right to ask any guest behaving in an unsafe, abusive or inappropriate manner to leave the premises without refund.

18. Liability

- Mini Kingdom cannot accept responsibility for lost, stolen or damaged personal belongings.
- Children remain the responsibility of their accompanying adult at all times while on the premises.

19. Acceptance of Terms

By paying your deposit and confirming your booking, you confirm that you have read, understood and accepted these Terms & Conditions.