



## ActivUs Party Booking Terms and Conditions

These terms are valid for all party packages. It is the responsibility of the party booker to read through these terms and conditions and when booking a party you are agreeing to them by paying your deposit. Please make sure your party guests are aware of any of these terms that may affect them, such as our rules of play and Parking.

- A non-refundable deposit of £50 is included in the cost of your party
- Parties must be paid in full at time of booking – Including an additional £30 Overrun and Damages deposit that will not be returned to you after your party in the event that your party overruns by 10 minutes or more and/or any property is broken by any party guests. (At the manager's discretion).
- Parties cancelled more than 14 calendar days prior to the original date of the party will be refunded minus the £50 deposit
- Parties cancelled within 14 days of the original date of the party will not be refunded
- All parties are subject to a minimum booking of 10 children, including the birthday child
- All guests must be paid for in advance and the final number of guests must be agreed and paid 14 calendar days in advance, any additional party guests to be paid for on the day
- All party booking have start and end times, these must be adhered to, any parties that over run will lose their Overrun and Damages deposit.
- No guests will be readmitted to the play area at the end of the party, any guests wishing to return to the soft play will be subject to the full admittance price, payable at reception.
- Unless otherwise stated on booking, all space is for public use, please respect others and their right to use the space
- Verbal and physical abuse by any adult or child towards other children, adults or ActivUs staff is considered unacceptable behaviour; as such it will result in the perpetrator being asked to leave the premises.
- ActivUs and its staff cannot be held responsible for any items of clothing bags, toys, mobile phones or any other items that are damaged, lost, stolen or left behind in the facility. We advise parents to only bring essential items and to ensure that all belongings are collected before leaving.
- The priority of our staff is the wellbeing and happiness of the children, therefore that will attend to the needs of the children above all else, please be patient with them and the children.
- The consumption of alcohol is strictly prohibited while on the ActivUs site. Any individual who is suspected to be intoxicated or using illegal drugs will be asked to leave immediately.

### Responsibility of the party booker

- The party booker is responsible for ensuring that the 'rules of play' are explained to all the party children and their guardians and ensuring that they adhere to the rules of play. Any breach of these rules could result in the children and their guardians being asked to leave the premises.
- Inform ActivUs staff about any changes to their booking at least 14 calendar days prior to the date of the party.
- Ensure correct supervision is provided for their party children. For children under 2 there must be 1 adult to every 2 children. For children 3 and over there must be 1 adult for every 4 children.
- Ensure there are not excessive numbers of adults attending, we advise the above ratio to decide the maximum numbers of adults needed to adequately supervise the children.
- Ensure all children are collected promptly from the reception area at the end of the party.

- Arrive promptly for the start of the party booking. Please be aware that your group won't be admitted earlier than the agreed start time.
- Ensure the guests are appropriately dressed. Long sleeve tops, trousers and socks have to be worn at all times to avoid friction burns.
- Please inform a member of staff on booking of any dietary requirements to ensure these can be catered for on the day.
- It is the party bookers' responsibility to inform ActivUs of any food allergies or other important facts concerning all the children and adult guests attending your party.
- Ensure the party room is left clean and vacated promptly and that party timings are adhered to otherwise you will lose your Overrun and Damages deposit.
- If you wish to bring an entertainer it must be pre-agreed with us and the entertainer must supply proof of valid Public Liability Insurance and a Criminal Record Bureau (DBS) check prior to the party. ActivUs cannot be held responsible for any injuries, incidents or other caused by an independent Entertainer.
- Provide any celebration cakes and candles. (Candles are to be lit by the parent/guardian only under the supervision of the party host).
- Ensure that only standard candles are used. Sparklers and candles with large flames or flames that re-light are not permitted.
- Ensure that no silly string, party poppers, confetti or streamers are used at any time during the party.
- ActivUs is an unsupervised soft play and all parents/guardians are responsible for the supervision of their own children while visiting the soft play. Our staff understand the children's need and right to play freely, they will respect the wishes of the children within the parameters of the party booked.

**Please ask the Party Booker to sign below agreeing to the Party Terms & Conditions on booking.**

**Customer Signature:.....Date:.....**

**Staff Signature:.....Date:.....**