

Frequently Asked Questions

Car Parking & Access to our Centre

ActivUs has an onsite car park; however, we cannot guarantee parking at busy times. Customers Park on a first come first served basis. Customers must purchase a ticket from the machine and bring the ticket into the centre for a refund to be issued. Please note that customer's park at their own risk and must check the parking restrictions. ActivUs will not be held responsible for parking fines.

Why are the Party Timings Set?

ActivUs hosts hundreds of birthday parties per year, and by allocating set times it allows us to ensure that all our guests have a great time and so that our team are always 100% focused on the customer. Our timeslots are also linked to the room that your party will take place in. ActivUs cannot guarantee usage of any particular party room at any given time. Party start and finishing times must be adhered to, to ensure that every party gets the full time they have paid for, if not then you may lose your Overrun and Damages deposit.

What is the duration of my party?

Our parties last between 1 hour 30 minutes and 2 hours depending on the package chosen, your booking form will tell you the start and end times of your party.

What happens upon arrival?

Upon arrival, you will be greeted by a member of our reception team who will be on hand to take the birthday cake, greet you and your guests, issue wristbands and introduce you to your party host who will then take you down to your designated party area or party room. The party booker is welcome to arrive 10 minutes before the party to set up but please be aware that due to previous party bookings the room may still be in the process of being cleaned by our hosts so you may be asked to wait.

What is the role of the Party Host?

Your party host is your key point of contact throughout the party and is on hand to ensure that the party runs smoothly and that you and all your guests have a great time. Your party host will assist in the serving of food and drinks for children as well as preparing the birthday cake. Please note however, that ActivUs is an unsupervised soft play and the children remain the sole responsibility of the party booker at all times.

Do I have to pay for siblings?

If siblings of party guests are attending your party, you can choose from one of the following options:

- Pay for them as a general admission: This will give them general admission to the soft play and qualifies them for a 2 hour play session. They WILL NOT receive food and drink. Food & Drink can be purchased from our café.
- Pay for them as a party guest: This will enable the sibling child to be part of the party. They will qualify for admission, receive a seat at the table, food and drink. This will be the standard charge of an additional guest for the party package that you have booked.
- No payment: You can of course also choose to allow the parent themselves to pay for either an admission or as a party guest (we will of course check with you first in the event the parent would like to pay as a party guest).

Please do not feel obliged to pay for any siblings of the party. This is a worry that many of our parents have but most of the time siblings are paid for by their parents and not the party booker.

Do I have to pay for adults or babies under 1?

No. You are more than welcome to have additional adults and babies under the age of 1 attend your party for no extra charge. High chairs are available for babies on a first come first serve basis, but they will not receive food and drink unless you choose to pay for them as a party guest or purchase from our café.

Can I get a refund for cancellations or no shows on the day?

ActivUs does not refund for guests who cancel or do not turn up. This is simply because we would have prepared and ordered for the number stipulated on your booking. In the event of a cancellation or no show ActivUs will still provide you with all the food and drinks which you have paid for and extra food can be shared amongst other party guests.

Can I bring my own food and drinks?

For the health & safety of all our customers and visitors, ActivUs has a strict no food and drink from outside policy that will be adhered to by our centre management teams at all times. Our Café is open throughout the day and serves a wide range of hot and cold food and drinks. You are however, allowed to bring your own birthday cake, we would just ask that you ensure that it is nut free.

Does ActivUs cater for food allergies and intolerances?

Yes. We have a wide range of options available to cater towards most food allergies and intolerances. Upon booking, please speak to a member of the team and inform them of your requirements and we will be able to provide you with our range of options. This is also applicable to our adult's menu as well.

Do you provide adult food and how many does each platter serve?

Yes, we provide a range of delicious party platters for your adult guests, with prices ranging from £7.50 – £16.50 depending on the platter chosen. All of our party platters need to be ordered in advance of your party taking place. You Party Host will also open a tab for drinks on the day for your adult guests and will be on hand to take orders at your request.

Please do not feel obliged to purchase food and drink for adults attending your party, most parents don't expect this and are willing to pay for their own refreshments.

What If I don't have the minimum number for a party?

The "minimum numbers" refer the minimum charge for the party rather than a strict minimum on the number of attendees. Therefore you can still book a party if you have less than the minimum numbers outlined above, but you will be charged a price based on the minimum numbers.

What do I need to bring with me on the party day?

- Party Bags (If not ordered from ActivUs).
- Birthday cake
- Party decorations- If desired. (if sticking up decorations blu tack must be used instead of sellotape)

What if the party children and parents forgot socks?

We sell socks at the centre. You may wish to put a couple of spare pairs in your bag, especially in the summer.

