



## **The Giggles Party Terms & Conditions**

We can't wait to celebrate your child's special day with you! To help make sure everything runs smoothly (and full of giggles), please take a moment to read the following:

### **Booking & Payment**

- A non-refundable deposit of £50 is required at the time of booking to secure your party slot. If you are booking a party less than 14 days in advance, full payment upfront will be required to secure your slot.
- **Any remaining balance must be paid at least 14 days before your party date.**
- Party bookings are non-refundable, but we'll always try to help you move your booking to another available date if something unexpected comes up. In the event you have to cancel your booking more than 14 days in advance, you will lose your deposit.
- Your booking confirmation will be sent by email - please check it carefully and let us know of any errors as soon as possible.

### **On the Day**

- Please arrive no more than 10 minutes before your party start time.
- Each party includes **75 minutes of play and 30 minutes of food time.**
- Please vacate the party area promptly at the end of your session so we can prepare for the next celebration.
- Our team will be on hand to help your party run smoothly and to make sure everyone has fun safely! Please note there is no dedicated party host unless pre-arranged in advance.

### **Food & Drink**

- Food options are provided by Café 1, our on-site partner, unless otherwise agreed.
- Please let us know of any allergies or dietary requirements at least 7 days in advance.
- No outside food or drink may be brought in (except baby food or items agreed in advance).
- Birthday cakes are welcome! Please let us know if you'll be bringing one so we can help with serving safely.

### **Safety & Supervision**

- All children must be supervised by a responsible adult at all times.
- The play area is suitable for children aged 0-10 years only.
- Socks must be worn at all times in the play area.

- Please make sure all children follow our **Playing Safely Guidance** - it's there to keep the fun going!

### **Decorations & Extras**

- You're welcome to bring table decorations, but please no confetti, glitter, or wall decorations using tape or pins.

### **Cancellations**

- Cancellations made more than 14 days before your party can be transferred to another available date.
- Cancellations made within 14 days of your party are non-transferable and non-refundable.
- In the rare event we need to cancel your booking (for example, due to maintenance or safety reasons), we'll offer a full refund or an alternative date.