



Unit C, Greatham Road Industrial Estate
Greatham Road, Bushey, Herts, WD23 2NZ
Tel: 01923 248747

Website: www.parentsparadise.co.uk Email: info@parentsparadise.co.uk

TERMS & CONDITIONS

PARTY BOOKING AT PARENTS PARADISE

Booking

- If the party runs with less than the minimum number in attendance, a charge for the minimum number will be charged nevertheless. The minimum number of children per party is as follows:
 - Paradise Play or Go Kart King Party: the minimum number of children is 10.
 - Toddler Party: the minimum number of children is 8.
 - Arty Pottery or Forever My Bear Party: the minimum number of children is 6.
- The maximum number of children that can occupy the Paradise Lagoon room is 36 and a maximum of 25 children for both Paradise Beach and Paradise Jungle rooms. However, we can accommodate a party of up to 54 children by using both Paradise Lagoon and Beach Party rooms, which will open up into a large room.
- Parents Paradise reserves the right to change party room allocations without notice due to operational reasons.

Prices and Payment

- Party rates apply to children aged 1 to 11 years. Babies under the age of 12 months will be admitted free of charge, but equally, we will not make provision for them at the party. Adults are admitted free of charge, but we recommend a maximum average of 1 adult per child.
- Party bags are included when booking a Paradise Play or Go Kart Party (but are not included in Toddler, Arty Pottery or Forever My Bear parties however they can be purchased at £2.50 per child for the standard party bag or £3.75 for the deluxe party bag). Our party bags include an activity sheet, two promotional PP vouchers, and a variety of toys. You can upgrade to our Deluxe Party Bags, which includes a large helter-skelter cup, roller stamp and a bag of Haribo sweets, for an additional £1.75 per child. Parents Paradise and their suppliers reserve the right to substitute any of these items with a suitable alternative and without prior notification.
- Go karts are charged at £1.00 per ride if you have not booked a Go Kart King party.
- Children/siblings that arrive with the party invitee will be charged the usual admission fee to play at Parents Paradise. Their guardian will need to purchase food and drinks from the Paradise Café.
- **IMPORTANT NOTE:** If full payment has not been received within 3 full days prior to the event, you will be contacted one more time and if we do not hear back from you, your booking will be cancelled and the deposit will be non-returnable.
- If you wish to arrange for an adult drinks tab to be set up at the Paradise Café for the duration of the party, we will require valid credit/debit card. If you choose not to guarantee payment in this way, we will not extend credit to you. On arrival, you will be required to give the Café staff your credit/debit card. They will lock it away (in a secure box) and give you the key. At the end of the party, you will be required to return the safe key to the Café staff; they will then process the café tab payment and return your card to you. If you fail to return the key to us and fail to settle the account on departure, we will automatically charge your credit/debit card on the party day and keep your credit/debit card until such time as you come and collect it.
- Party prices are unaffected by other offers on admission.



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Cancellation, Refunds and Amendments

- The deposit is non-refundable.
- Once the deposit payment has been made you are agreeing to our Terms & Conditions and Privacy Policy; details of which are sent with your party confirmation email.
- Upon payment of account, no refunds can be made for children that cancel their attendance within 7 days of the date of the event, or on the day of the party.
- Should the party need to be cancelled due to illness or severe weather conditions, Parents Paradise will endeavour to reschedule your party on a suitable date, within the next 4 weeks, subject to availability. Per the above conditions, the deposit and final payment are non-refundable.
- In the unlikely event that you are unhappy with any aspect of your party, please ask to speak to a member of the management team on the day. Regrettably, Parents Paradise cannot rectify any issues or problems after the event and will not consider monetary refunds if issues are not discussed whilst the party is ongoing.

Before the Party

7 days before the party, please contact a member of the management team between **Tuesday and Friday 9.30am-5.30pm** to confirm:

- The final number of children and their first names*.
- Any special dietary requirements for the party guests. (For any severe allergies, please ask the child's parents to contact us direct.)
- Pay the outstanding balance of account (cheques are not accepted). This is a non-refundable payment. Payment can be made by cash in person, or alternatively, over the telephone using a credit or debit card (Visa or MasterCard only).

*We will cater for the total number of children you have paid for. However, on the day, we can manage a maximum increase in numbers of 3 children over and above the attendees paid for, and you will be charged accordingly on the day i.e. if the maximum attendance is going to be 18 children, you can pay for 15 children and advise us of all 18 names for the guest list. Minimum attendance applies – see above.

Health & Safety and Liabilities

- To meet fire and safety regulations, please limit the maximum number of adults in the party room to 6, unless your party is for children under the age of 4.
- You are required to provide one adult guardian per 10 children.
- Balloons are not permitted on the premises.
- We do not permit the use of party poppers, streamers or piñatas in Parents Paradise.
- Please do not allow any of your party – adults or children – to sit or lean on the party tables. Parents Paradise will not be liable for any accident resulting from misuse of our furniture.
- The party rooms are set up with benches for the children to sit on. If you have booked a Toddler Paradise Play party and have any concerns about the children sitting on chairs, please advise Parents Paradise of your high chair requirements.
- **Socks must be worn on the play frames at all times. Shoes must also be worn on the go-karts. This applies to adults and children.**



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- Parents Paradise reserves the right to remove any adult or child from the party room if they are rude, aggressive verbally or physically, or continually disobey the Party Host. A three-warning system will apply, per the Parents Paradise Rules of Play.
- By signing these Terms and Conditions you are agreeing to adhere to Parents Paradise Rules of Play. These can be viewed here: www.parentsparadise.co.uk/play/rules-of-play

On the Day

- Please arrive no more than 10 minutes before the party start time. If you arrive earlier than this, you may be asked to wait in Reception until such time as your party host is ready to sign you in.
- Upon arrival, the party (all children and all adults attending) will be asked to sign in at Reception.
- Parents Paradise will ensure your party has a Party Host for the duration of the party. However please note they may be helping out in other areas whilst the children are off playing
- When your party is asked to come off the play frames, please assist the Party Host in gathering all of the children together promptly and take them to your allocated party room.
- You are not permitted to bring your own food or drink into Parents Paradise (including alcohol).
- The children's food will be served in the final half an hour of the party.
- There is a hand sanitiser unit in each party room. Your party host will encourage the children to sanitise their hands before they have their meal.
- The party duration is two hours. You are kindly asked to ensure all guests depart the centre at the end of the party.
- Please note, we will light the birthday cake and sing Happy Birthday before the food is served in order to give our staff time to cut up the cake by the end of the party.
- Upon leaving the party room, please ensure children are escorted directly to Reception to exit the building. Your co-operation is vital to ensure children do not return to the play areas.
- Please ensure each child is signed out before leaving the building.
- All additional charges incurred on the day must be paid at Reception before departure.
- Please note your Birthday cake will be stored in the party room. Unfortunately, we are unable to refrigerate your cake.
- Please note we are a "nut free" centre and do not allow birthday cakes with any nuts (or derivatives of) of any form on them.

Miscellaneous

- Children's sandwiches are served on white bread unless otherwise requested.
- Parents Paradise reserves the right to substitute any food items on the party menu with a suitable alternative and without prior notification.
- It is the party parent's responsibility to advise Parents Paradise of any dietary requirements the guests might have.