



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 & CONDITION

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.



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- **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.**
- 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.



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Privacy Policy

Parents Paradise Ltd, trading as "Parents Paradise" whose registered offices are: Unit C, Greatham Road Industrial Estate, Greatham Road, Bushey, Watford, Hertfordshire WD23 2NZ, United Kingdom.

Your Privacy

At Parents Paradise, we are committed to maintaining the trust and confidence of our customers, potential customers and visitors to our website.

We do not sell or otherwise distribute the personal data of customers, visitors to our website or our mailing list.

This Privacy Notice provides details of when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure.

Collection and Use of Personal Information

Personal information means any information that may be used to identify you, such as, your name, title, phone number, email address, or postal address.

Website

In general, you can browse our website without giving us any personal information. We use Google Analytics to analyse traffic to our website to understand visitors' needs and to help ensure that the site provides relevant and useful information.

We collect only anonymous, aggregate statistics. For example, we do not tie a specific visit to a specific IP address. However, there are additional activities on our site that require you to be registered. For example, to receive our newsletter. As part of the registration process, we collect personal information to enable us to send you our newsletter and marketing emails relating to forthcoming events and exclusive offers. We may also contact you to check that our records are correct.

Links to Other Websites

Our website will contain links to information on other websites that we do not control. On websites we do not control, we cannot be responsible for the protection and privacy of any information that you provide while visiting those sites. Those sites are not governed by this Privacy Policy, and if you have questions about how a site uses your information, you will need to check that site's privacy statement.



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By using our website, you consent to the collection and use of the information you provide to us as outlined in this Privacy Policy.

Marketing Data

For people who have signed up to receive our marketing newsletters and emails we collect and store your name and email address.

By signing up to our mailing list, you consent to the collection and use of the information you provide to us as outlined in this Privacy Policy.

Client Data for Party Bookings

If you are booking a party online we will hold personal details such as your name, phone numbers, email address and postal address as well as the name and age of your birthday child. This information is held for 13 months following the date of your party and is then deleted. You will be sent details of how you can edit/view this information within your party booking confirmation email. We will ask all new customers for their consent to receive marketing emails, newsletters, offers, events and information from Parents Paradise.

Client Data for Parents Paradise Wi-Fi (Wireless Social)

Wireless Social is our free Wi-Fi provider. To view their privacy policy, click here:

<https://www.wireless-social.com/privacy-policy>

We will ask all new customers for their consent to receive marketing emails, newsletters, offers, events and information on Parents Paradise.

CCTV

We will hold cctv footage recorded while visiting our centre for general health & safety and for child safeguarding purposes. This information is held on a secure hard drive and is deleted every 30 days. This will only be released to and by the request of the police.

Recruitment

We will hold personal data in the form of CVs and job applications. This data is only used for the purposes of staff recruitment and to provide assurance of our competence to deliver services to current and prospective customers. This information is held on a secure server. If we don't contact you, your information will be destroyed within 13 months.

Access to Your Personal Information

You are entitled to access any of the personal information we hold on you. To access, update or remove any of this information, simply email your request to info@parentsparadise.co.uk



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Updating Your Personal Information and Unsubscribing

You can unsubscribe to general mailings at anytime by clicking the unsubscribe link at the bottom of any of our marketing emails or by emailing info@parentsparadise.co.uk

If you have any questions or concerns about our collection, use or disclosure of your personal information, please drop us a line at info@parentsparadise.co.uk

If you want us to remove any personal data we hold about you, please contact us at info@parentsparadise.co.uk and we will process this request within one month. Data will be removed in line with the requirements of the GDPR.

How long will we keep your data for?

If we don't receive any interaction from you in 13 months we will delete your data.

Updates to this notice

We may change this Privacy Notice from time to time, the latest version of the notice will always be published on our website so please check back occasionally.

Cookie Policy

Cookies, Analytics and Traffic Data

Cookies are small text files stored on your device. We use cookies to help us provide you with a personalised service and to help make our website and services better for you. We are not able to identify any individual from traffic data or site statistics.

Our cookies may be session cookies (temporary cookies that identify and track users within our website, which are deleted when you close your browser) or persistent cookies (cookies which enable our website, to "remember" who you are and to remember your preferences within our websites, and which will stay on your computer or device after you close your browser or leave your session in the application or service).

We use the following different types of cookies:

Strictly necessary cookies - These are cookies which are needed for our website to function properly, for example, these cookies allow you to access secure areas of our website i.e. booking a party.

Performance cookies and analytics technologies - These cookies collect information about how visitors and users use our websites, for instance which functionality visitors use most often, and if they get error messages from areas of the websites. These cookies don't collect information that



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identifies a visitor or user. All information these cookies collect is aggregated and therefore anonymous. We only use these cookies to improve how our website works.

Functionality cookies - These cookies allow our websites to remember choices you make (such as your language or the region you are in) and provide enhanced, more personal features. These cookies can also be used to remember changes you have made to text size, fonts and other parts of web pages that you can customise. They may also be used to provide services you have asked for. The information these cookies collect may be anonymised and they cannot track your browsing activity on other websites.

Google Analytics - Google Analytics uses cookies, to help the website analyse how users use the websites, applications or services. The information generated by the cookie about your use of the websites, applications or services (including your IP address) will be transmitted to and stored by Google on servers in the United States. Google will use this information for the purpose of evaluating your use of the websites, applications or services compiling reports on website activity for website operators and providing other services relating to website activity and internet usage.

Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google.

You may refuse the use of cookies by selecting the appropriate settings on your browser or within the application, however please note that if you do this you may not be able to use the full functionality of this website. By using our websites, applications or services you consent to the processing of data about you by Google in the manner and for the purposes set out above.

To find out more, see "How Google uses data when you use our partners' sites or apps", (located at www.google.com/policies/privacy/partners/ or any other URL Google may provide from time to time).

To opt out of being tracked by Google Analytics across all websites visit:

<http://tools.google.com/dlpage/gaoptout>

Ad Words

We use AdWords to drive customers to our website. Through this link there is conversion tracking. This provides basic information to us about how effective the ad is and what a user searched for the advert to appear.

Updates to this notice

We may change this Privacy Notice from time to time, the latest version of the notice will always be published on our website so please check back occasionally.