



## self catered party rules & procedures on line 2020

We would be grateful if you could take the time to read this information!

### 1. Party deposit / pre-payment

- The pre-payment / deposit you have paid is non-refundable.
- A party can be rescheduled if more than 2 weeks' notice is given prior to the date of the party and an admin fee of £40 will be charged.

### 2. Making changes to your booking

You can add on to your booking up to 4 working days prior to your party. You can do this by logging into your account – we will send out a reminder email a week before your party.

- We can add 2-3 additional children on the day of the party (to be paid for at the party start).
- Please note we cannot give a refund for children paid for in advance who do not turn up on the day of the party.

### 3. Party parent responsibilities

- The party parent(s) can come into the centre up to 10 minutes prior to the party start time
- The party parent(s) and adult guests are responsible for all party children at all times
- The food must be served NO LATER than 1 hour after the party starts.
- The food that you bring MUST be kept in the party room.
- The party parent(s) should ensure that all children are dressed appropriately for play in the play system (as per centre rules – i.e. long trousers; socks; long sleeved shirts)
- The party parent(s) should explain the rules of play to the children.
- The party parent(s) should liaise with Reception / Duty Manager regarding the required timing for a tany announcement to call the children to the party room for food.
- The party parent(s) should provide all food / beverages / cake / plates / cutlery / serviettes/cling film/silver foil/take away boxes etc.
- No food can be heated or re-heated on our premises
- No electrical equipment can be plugged in to our sockets without the prior consent of management.
- The party parent(s) must ensure that all party children are collected by their parent or guardian
- The party parent(s) must ensure that the party room is vacated with all belongings at the end of the allocated party time.
- The party parent(s) must ensure that all guests leave the building at the end of the allocated party time. If party parents / guests & children do not leave the building at this time, topsy turvy world reserve the right to charge for every additional 15 minutes spent on the premises. The total amount will depend on the number of party guests. This amount must be settled prior to departure.



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### 4. TTW staff responsibilities

- Our staff will clear your party room – they will come in 15 minutes before the end of the party.

### 5. Party Room

- No decorations are permitted on the walls of the party room as this causes damage. Not even with Blue Tack / Sellotape. Topsy turvy world will claim for any damages should this be disregarded.
- a. No spray foam; poppers; or streamers permitted. (Customers will be charged an additional sum for cleaning if this is disregarded). N.B. Poppers can be dangerous and **MUST NOT** be brought into our premises under any circumstance.
- **The room MUST be vacated no more than 10 minutes after the end of the party.**
- Topsy turvy world are not responsible for providing anything in the party room – please provide your own plates / cutlery / serviettes / table cloths etc.

### 6. Health & Safety Matters

- No food can be heated or re-heated on our premises.
- No electrical equipment can be used in our party rooms without the prior consent of management.
- There is antibacterial hand gel in each of the party rooms for the children's use.
- No spray foam; poppers; or streamers permitted. (Customers will be charged an additional sum for cleaning if this is disregarded). N.B. Poppers can be dangerous and **MUST NOT** be brought into our premises under any circumstance.
- For children under the age of 3 years old, there should be 1 party parent/guardian (over 18 years) for every 2 children.
- For children between the ages of 4 to 8 years old, there should be 1 parents/guardian (over 18 years) for every 4 children.
- For children over the age of 8 years old, there should be 1 party parent/ guardian (over 18 years) for every 8 children.
- Under 5s should be accompanied into the play areas. Parents / guardians must wear socks in all padded areas for hygiene reasons.
- For parties with children under 5, we recommend that parents accompany the children into the play system.
- Centre Rules apply at all times

### 7. Feedback / Complaints

- If you have any problems during your party it is important that you speak to the Duty Manager immediately so the issue can be resolved swiftly.
- In the unlikely event that the problem could not be resolved at the time, please write to: Feedback Department, topsy turvy world, Unit L1, Prince Charles Drive, London, NW4 3RW.

We hope that you have a very enjoyable party with us!

Topsy Turvy World Management