



KIDS PARTIES – TERMS AND CONDITIONS

ARRIVAL AND SET UP

1. Party bookers and guests are asked to arrive **no more than 5 minutes before the scheduled start time** to allow our staff adequate time to prepare the room and set up activities.
2. Please ask guests to meet **at reception until your full party arrives**. Our team will then check you in and guide you to the party zones.
3. We ask that you honour your allocated party time to ensure staff have sufficient time to clean and prepare the space for the next guests.
4. We appreciate that your guests will be enjoying themselves, and some mess is expected. Any excessive mess, damage, or additional cleaning required may result in an extra cleaning or repair charge, starting from £20.

DECORATIONS

1. Decorations are not permitted in the general Soft Play Area unless you have booked an **exclusive soft play party**. For exclusive bookings, table decorations are permitted and balloons must be securely tied down. Decorations must not be attached to walls or soft play equipment.
2. Party rooms may be decorated. Only **blu tack** may be used to attach decorations; sellotape, pins, nails, or any other wall fixings are not permitted.
3. The following items are strictly **not permitted** on site: confetti, glitter or any decorations that require wall fixings.
4. For safety reasons, naked flames are not permitted, with the exception of **small birthday candles on cakes**. These may be lit briefly during the celebration and must be supervised at all times by a responsible adult.
5. Flames must only be lit for the minimum time necessary.
6. The party booker is responsible for the setup and removal of their decorations. All items brought on site must be fully removed and the area cleared **within 15 minutes** of the party booking ending.
7. All decorations must be safe, suitable for a children's environment, and must not obstruct walkways, exits, or staff access at any time.

FOOD AND DRINK

1. To ensure the safety of children and adults with food allergies, **no external food/catering is permitted on site.**
2. The party booker may bring a birthday cake to celebrate the special occasion! The cake must remain in the Party Room only, unless you have booked an Exclusive Soft Play Party.
3. Food and drink is available to purchase from our on-site café.
4. If there are any specific dietary requirements or allergies within your group, these must be **communicated at least 2 weeks in advance of your party date.**

CLEANLINESS AND CONDUCT

1. Party bookers are responsible for ensuring that all guests treat the facility and staff with respect.
2. The party room and any areas used must be **left in the same condition** as they were at the start of the booking. Any excessive mess, damage, or additional cleaning required may result in an extra cleaning or repair charge, starting from £20.

PAYMENT AND CONFIRMATION

1. Full payment and acknowledgement of the terms and conditions is required to secure the booking.
2. Please check your booking confirmation carefully and notify us of any errors immediately.

GENERAL CONDITIONS

1. The supervising adult remains responsible for all children attending the party.
2. If you have booked an activities coach, the coach will supervise the group for the period allocated. Adult guests can enjoy the on-site amenities during this period.
3. Our staff reserve the right to end a session early if behaviour is unsafe or disruptive.
4. By attending, all participants agree to follow staff instructions and adhere to facility safety rules.

CANCELLATIONS AND AMENDMENTS

1. Our party bookings are non-refundable, and we're not able to offer cancellations once a package is confirmed. However, we understand that plans can change, so we may be able to reschedule your party within four

weeks of the original date at the manager's discretion. If you need to explore a new date, just get in touch and we'll do our best to help.

Thank you for choosing The Hub at Foulston Park for your celebration!
We look forward to making your child's party a fun and memorable experience.

SIGNATURE:

DATE SIGNED: