

Party Information /Terms & Conditions (Jumbo VIP)

To secure your party booking you will need to make a payment of £150 as a non-refundable deposit. Your party invites can be collected from the Jumbo Fun & Play reception.

The final balance is required to be paid at least 4 days prior to the party.

The following must also be confirmed and paid for, at this time:

- The final numbers of children and their names
- The final number of adult parents/guardians and their names
- Dietary requirements/food allergies
- Extras (party bags, balloons, adult buffet etc)

Please note: Party bags are not recommended for children 3 years and under!!!

If there is an increase in numbers please advise us in advance so that we can confirm we can accommodate this, and amend your party booking accordingly. The balance will also need to be paid at this time.

Additional party invitations can be collected from the Jumbo Fun & Play reception.

The Company reserves the right to cancel any party for failure to pay balance by due date and the deposit will be non-refundable.

Upon payment of account, no refunds can be made for children that cancel their attendance within 4 days of the date of the event, or on the day of the party.

All party deposits and final payments are non-refundable. Should the party need to be cancelled due to illness or severe weather conditions, we will allow wherever possible, a change of party date. We will try and reschedule within the following 4 weeks, subject to availability.

Minimum number of children per party applies. If the party runs with less than the minimum number of children in attendance, a charge for the minimum number of children will be made nevertheless.

All children must be accompanied by a responsible adult at all times. Jumbo Fun & Play does not accept responsibility for the supervision of children. Recommended minimum ratio 1 adult per 5 children.

Please do not arrive more than 10 minutes before your party is due to start as we cannot allow entry and do not wish to disappoint parents and the party child.

Your party will last 2 hours. We politely request that guests do not arrive until 5 minutes before allocated party time and vacate Jumbo Fun & Play no later than 10 minutes after your party has finished. Failure to do so will result in additional charges to the party parents as a result of the late departure.

Should your guests bring children that are not showing on the guest list they will be required to pay the normal entrance price for those children before being permitted into the play facility, only if this is acceptable with you the party child's parent(s).

Socks **MUST** be worn at all times.

We recommend to parents that children wear long sleeves and trousers, whilst playing on the equipment. Non acrylic clothing is best, to reduce the chance of friction burns.

For Health and Safety reasons, only food purchased at Jumbo Fun & Play may be consumed on the premises.

We do not provide a birthday cake as part of your party package; however you can bring your own birthday cake in. Please be advised, for health and safety reasons, we do not allow anything other than standard single candles to be used.

As long as every parent at the party has given their permission to the party parent(s), and as you have the facility hired for your own personal party, Jumbo Fun & Play will allow the use of cameras.

We do not accept any form of verbal or physical abuse towards staff, management or other members of the public. Jumbo Fun & Play reserves the right to ask guilty parties to leave. Please ensure you and your guests have read and understood our Rules of Play which are displayed within the Jumbo Fun & Play reception area, as well as the main area. Please be advised, if your party is for more than one birthday child, we only provide one free return pass per 25 children, including the birthday child.

VIP Parties are a party out of our normal hours of business. The servery will remain open for drinks and snacks, for the whole party duration. Adults buffet will be provided, if booked and paid for in advance.

Hot food from the normal menu will be available, if the party package already includes the hot party food option.

VIP Parties only take place out of trading hours.

Monday – Sunday: VIP Party will start at 6.15pm to 8.15pm.

By paying your deposit, you are confirming that you accept all of the terms stated above.