**Terms and Conditions**

**Rugrats and Halfpints**

**Party Bookings - Please note these terms are valid for all parties at Rugrats and Half Pints**

**Payments**

Please note that parties are not confirmed until a non-refundable payment in full has been made at the time of booking. Payments are taken by cash or credit/debit card. We accept all major credit cards except American Express.

Through this payment you are deemed to have accepted our party Terms & Conditions. We reserve the right prior to this stage to decline any request by you for a Party.

Without this payment we will be unable to host your party.

**Cancellation or postponement**

Parties’ cancellation policy: -

4 weeks’ notice 75% refunded

14 Days’ notice 25% refunded

Within 7 days no refunds

All Cancellations must be made in writing and Rugrats and Half Pints must have acknowledged the cancellation for it to be valid. For postponements, the same terms apply. A re-booking fee of £40 may be charged. If the hirer fails to turn up without having cancelled by the appropriate method, the full charge will remain due and shall be charged to the credit/debit card.

**Cancellations relating to Covid**:- If Rugrats have to close or cancel a party for a Covid related reason or you have to cancel or amend your party booking for a Covid related reason, your booking will be postponed and a new date provided.  Under these circumstances refunds will not be issued nor deposits returned.

In the event of the hirer reducing the number of children attending the party, the full charge shall remain due. We will not refund payment of any children who fail to attend the party, once numbers are agreed seven days prior to the party.

The Manager reserves the right to refuse an application or cancel or terminate any booking for whatever reason without being bound to give any reason for doing so. We will not, because of the exercise of this right, incur any liability from such a refusal, cancellation, or termination. Any charge or apportioned part thereof will be refunded.

**Your Party Guests**

Please provide us with the final number of children that will attend the party 7 days before the party date along with any menu changes. At this stage no alterations to food choices can be made. This will be the minimum number you will be charged for. Should we not hear from you, the number of guests indicated at the time of your booking will apply and this shall be taken from your account. Rugrats and Half Pints are not responsible for last minute cancellations and no-shows, refunds shall be refused.

Prices per child vary depending on party options chosen and prices are quoted in our party brochure, with the exception of any offer that may be valid at the time of booking. Off Peak prices run Monday-Friday during term time only, with Peak prices valid at other times (bank holidays and school holidays). Our exclusive use party package varies in price depending on specific requirements and date/time.

A minimum of 10 children per party is required, with the exception of parties not held in a Party Room or otherwise stated. If, once you have settled your bill, you find that you have additional guests please let us know as soon as possible. You can then pay for the extra guests on the day.

It is your responsibility to inform Rugrats and Half Pints of any food allergies or other important facts concerning all the children attending your party. Staff will not administer medicines.

**On the Day**

All party guests will be checked in at Reception from the list of guests you provide us. Should the guests have siblings or family that would like to stay at Rugrats and Half Pints during the party, then they are welcome to come in and pay our regular admission fee. There is no charge for adults or babies under 6 months if accompanying an older sibling. If you wish to pay admission for siblings of your guests, please inform us. Children not paid for as party guests do not get a seat at the party table, or food.

The hirer shall ensure that all guests of the party comply with the general regulations of the centre and the hirer shall be liable to Rugrats and Half Pints for any breech thereof.

Your guests will be required to sign out at reception when they leave your party

**Time of your Party & Party Room**

You may arrive 10 minutes before your party is due to start. All parties last 2 hours and the time and date of your party is indicated on your confirmation email. Should you arrive late we will not extend your party. You will be allocated a Party Room on the day chosen depending on the size and time of your party. This room will be yours for the duration of the party. Exiting the party room promptly will enable us to ensure that all parties start on time. Your help and co-operation are much appreciated.

If you wish to bring an entertainer of your own it must be pre-agreed with us, and the entertainer must supply proof of valid Public Indemnity Insurance and a Criminal Record Bureau check one week prior to the party.

**Party Bags**

Party bags are age-appropriate and vary from party to party. If Party Bags are not included for your party, they can be purchased from us. Bags are given to your guests as they leave Rugrats and Half Pints.

**Food and drinks for adults**

Food and drinks may not be brought into Rugrats and Half Pints by customers. The only exception is a birthday cake. We can provide food and drinks for adults and children, please see our party brochure.

**For the health & safety of our customer**

No party poppers, relighting candles or sparklers are allowed on the premises, this includes sparkling candles. Rugrats and Half Pints House Rules will always apply and are posted within our Centre. Please ensure all long hair is tied back for the blowing out of the candles, we also advise hairspray is not used.

**Complaints**

We hope there shall be no complaints from you party however if you feel there is reason to complain please speak to the team leader or manager of the day. Problems identified after the party day has finished cannot be rectified and no money shall be refunded

**IMPORTANT SAFETY RULES OF PLAY**

No shoes, badges, jewellery, glasses, or sharp objects are allowed within any play area. No food or drink may be brought into any play area or into the centre. If your child has any illness that we should be aware of e.g., asthma, epilepsy, please inform a member of staff on the day. Adults are NOT permitted on the trampolines. Socks must be worn by all guests.