



# PARTY BOOKING TERMS AND CONDITIONS

## Bookings

- No person under the age of 18 will be accepted as the hirer.
- Bookings are confirmed upon receipt of deposit.
- Parties are booked for a 2-hour period.
- Minimum numbers are required as per party package details.
- Maximum numbers for party room 20 children (parties will be limited to a small number of adults in the party room to maintain safe space)
- Maximum numbers for exclusive hire 35 children (total capacity for venue 70 to include adults and children)
- Total numbers include birthday child and siblings.
- Guests for Easy Peasy & Classic Parties - Invited children will be included in the party numbers. Siblings not included in party numbers must book separately prior to the party. Entrance for 1 adult per invited child and 2 adults for Birthday Child. We will provide an area in the main play centre for up to 20 adults. Additional adults to be booked separately prior to party.
- Guests for Exclusive Hire - Invited children will be included in the party numbers. Siblings not included in party numbers must pay admission fee upon arrival.

## Charges and Payment

- Non-refundable deposit to be paid by cash or card to secure booking.
- Remaining balance is to be paid on the day by cash or card only.
- Party package prices may be subject to change.

## Cancellations

- All cancellations must be made in writing by the named hirer giving 2 weeks' notice. In the event of the hirer cancelling a booking within the 2 weeks prior to the party date or failing to attend, the full balance must be paid. We do not offer refunds for cancelled parties.
- The Beach Hut reserves the right to refuse any party booking or to amend, cancel or terminate any booking for any reason whatsoever. All monies paid in respect of a booking cancelled in accordance with this condition will be refunded but The Beach Hut will not be liable for any expenditure incurred or loss sustained directly or indirectly by the hirer as a result of the cancellation.

## Arrival

- It is the responsibility of the group to arrive on time. Sessions will begin and end at the specified time.
- Arrive no earlier than 10 mins prior to booking time to allow set up.
- All guests must be signed in upon arrival.

## Departure

- It is the hirer's responsibility to vacate the premises at the correct time to enable the next booking or other Customers to begin their session.

## Food

- Staff must be informed of all allergies prior to the party date.
- Only food purchased from The Beach Hut Café can be consumed on site.
- The Party hirer is permitted to bring their own birthday cake. The Beach Hut Café will cut up the cake on site if requested to do so by the party hirer. However, it is the Party Hirer's responsibility to notify their guests of any allergy information.
- The Beach Hut may alter or change the contents of the party food.

## Party Extras

- All party extras ordered must be paid for.

### **The Beach Hut Rules**

- All Customers must read and adhere to The Beach Hut Rules of Play which are displayed on site. It is the hirer's responsibility to ensure these rules are adhered to at all times.

### **Breach of Regulations**

- Any breach of the terms and conditions may result in cancellation or termination of your booking. If any booking is cancelled or terminated due to this condition the hirer shall remain liable for the charges due up until that time.

### **Confidentiality**

- The Beach Hut process all personal information provided in accordance with the General Data Protection Regulations 2018. For further information on how we process your personal information a copy of our Privacy Policy can be provided upon request.
- The Beach Hut is a place of safety and security for all customers and for the staff who work here. It is a place for respect to customers, employees and visitors and abuse will not be tolerated.

### **Refund Policy**

- The Beach Hut do not offer refunds for party bookings

### **COVID Procedures**

- Whilst The Beach Hut continues to ensure we are operating in line with government guidance providing a clean and safe environment for children and families to play, please keep in mind that although some restrictions have been lifted, please be mindful that other members of the public may still feel unsure or uncomfortable attending parties or gatherings. Therefore, we advise it is the responsibility of you and your guests to attend if you feel comfortable to do so.
- The Beach Hut will adhere to any government guidance and restrictions at the time of the party.
- Customers and party guests are required to adhere to any government guidance and restrictions at the time of the party. The Beach Hut has the right to refuse entry or ask anyone to leave that is not adhering to the playcentre rules and restrictions.

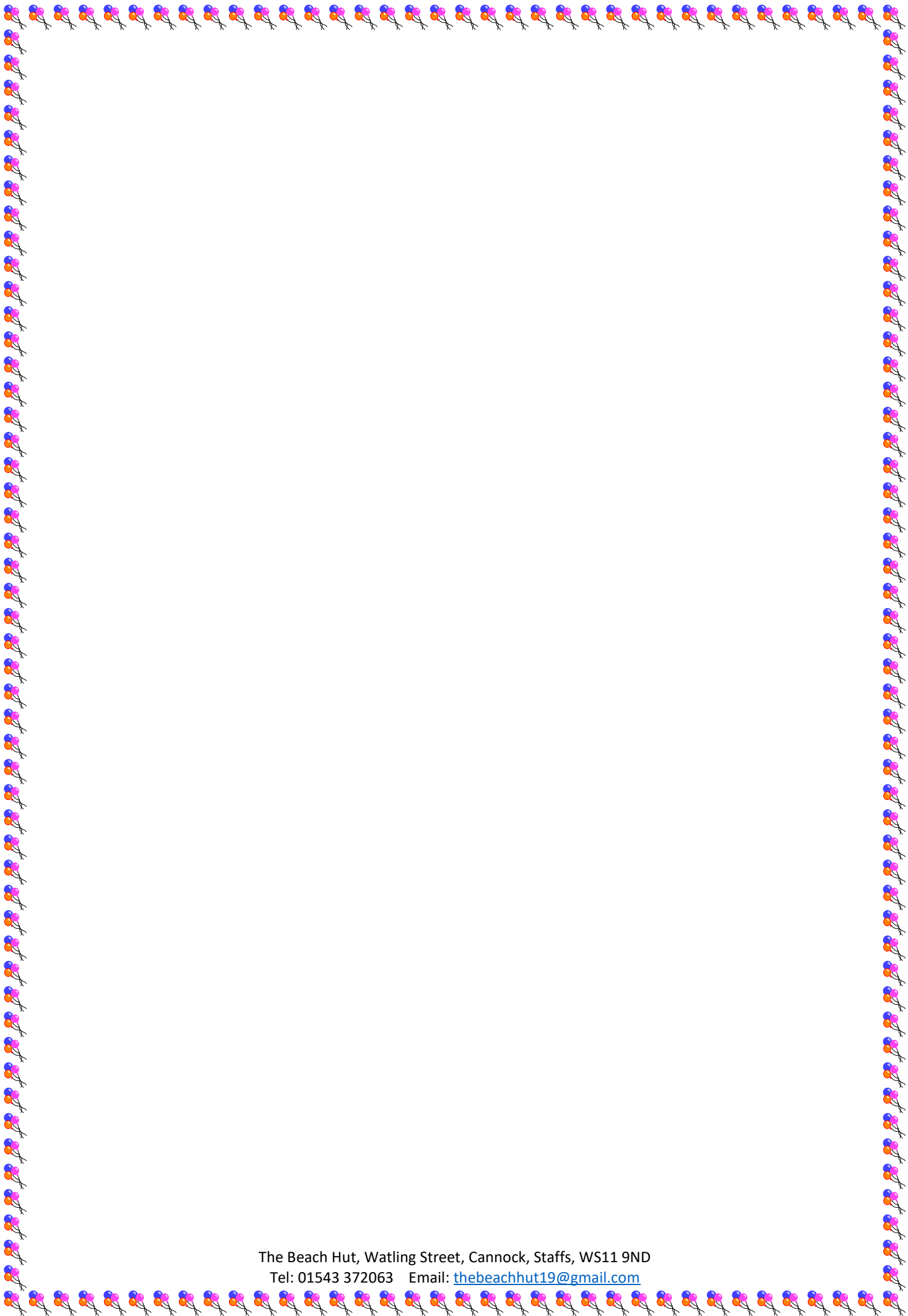
### **Credit/Debit Card Payments**

Payment for party bookings can be made by the following credit/debit cards:

Visa  
Mastercard  
Maestro  
JCB

### **Company Registration Details**

Playcare Ltd  
The Beach Hut  
Watling Street  
Cannock  
WS11 9ND  
Registered number 11101433



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