Party Package Terms and Conditions

Let us make sure our terms and conditions are suitable for your party and you.

These are the terms and conditions for all party packages please scroll to the package you would like to book/ have booked. Funsters operates party package terms and condition alongside the Rules of Play. Rules of Play can be found on our website.

Funsters Private Hire party

1. Please read our rules of visiting which can be found on our website.
2. We recommend 1 adult: 5 children stay on site with your party. It must be at least 1:8.
3. Prior to arrival, please provide us with a list of your guests.
4. All adults are included in the private hire price.
5. Please advise us prior to your party if anyone attending has any allergies. Guests' parents/ guardians can ring Funsters directly. 01270 500525
6. All invited children will be charged the private hire party per person price including anyone opting out of Funsters providing food.
7. The party food is a delicious fun snack and does not replace a meal.
8. The party area is where party food and drink is served. The party area time is allocated by Funsters and can be at any time within the 2 hours of your party.
9. Your party will be allocated seating for the adults, the seating area(s) will be pre-selected by Funsters. If you require more seating on the day the staff will assist.
10. As Funsters is a popular venue, please leave promptly at the end of your awesome party. Extra time, if available will be charged for. Please note Funsters is operating several play sessions per day and the staff must clean between sessions to keep the play centre clean and happy for all to use.
11. Funsters party host are trained at hosting parties but do not provide childcare, please ensure at least one adult is always in the party room.
12. Sorry we cannot provide security for gifts, clothing, or any personal belongings. Please make alternative arrangements for these.
13. Electrical equipment cannot be plugged in at Funsters unless proof of Pat testing and agreed with management in advance of the party. Funsters staff will operate their own Pat tested electrical equipment.
14. It is advisable children dress in casual clothing such as leggings or trousers and not to wear jewellery or badges.
15. When you arrive, we will greet you and shown to your reserved seats, please hand over the birthday cake and anything else e.g., if you have your own party bags or balloons. (We can provide these as a party extra)
16. Party props (including table decorations and crockery) remain the property of Funsters.
17. All people attending Funsters must be signed in and admission paid (or included in a party package).
18. Safety first. Please do not bring a knife or a method to light the candles, Funsters will provide both.
19. Party poppers, confetti, piñatas, character visits and outside entertainers are not permitted unless provided by Funsters. Funsters will deny access to character visits or outside entertainers on their arrival to site.
20. Only food and drink purchased at our premises can be consumed – Funsters will cut and wrap birthday cake for your guests and you to take home.
21. Birthday cake and **ALLERGENS –** Please ensure YOU tell YOUR guest with ALLERGENS, if the ALLERGENS are in the birthday cake YOU inform YOUR guest. We recommend all birthday cakes arrive with the full ingredient list, highlighting ALLERGENS. See point 37

22. Alcohol is strictly forbidden.

23. Food and drink ordered on site must be paid for when ordering (no tabs).

24. Party games are lots of fun and will be led and selected by the party host. The number of games and length of time will vary and be decided by the trained party host.

25. The minimum charge is: for morning private hire - 20 children and for evening private hire - 25 children. Plus a £50 private hire fee.

26. The deposit is £100 and is non-refundable. If necessary, it can be transferred once to any party package, time and date depending on availability. Any price differences will be discussed and applied/ withdrawn.

27. The final invoice will be emailed to you 7 days prior to the party and must be paid in full 3 days before the party by using our booking system, phoning the play centre 01270 500525 or using the website chat.

28. The final invoice including upgrades is non-refundable unless Funsters cannot provide the party due to a closure – make sure you confirm with all your guest's prior full payment if they can attend. Extra children to the confirmed number may be charged at an extra £1.50 per child (plus the party price) so please ensure you give us accurate numbers.

29. Payment of the final invoice should be made 3 days before your party. If payment is not received, at the latest, 24 hours before the party, this may result in your party being cancelled and your party may not be permitted on site on the day. Your party will not be permitted to enter Funsters unless final payment has been made.

30. Any additional charges on the day of the party that may occur, Funsters will inform you before any actions by Funsters have be taken. E.g., extra child arrives, before Funsters allows extra child to enter and makes the food we will ask you first, if this is correct and then raise an invoice.

31. Any on the day invoices must be paid in full 15 minutes prior to the end of your party. This can be paid at reception; your party host may inform you there is an invoice to pay when delivering your cake and party bags.

32. Party extras are organised by Funsters 3 days in advance of your party. Any extras needed after 3 days prior to your party are subject to availability.

33. We will do our upmost to adhere to time and date of your party on extreme circumstances we may need to change and or cancel.

34. Funsters have the right to close areas within the play centre if they are not needed. Such as some of the café seating areas and if no guests are 4 years and under the baby and toddler area will be closed.

35. The toilet facilities are a shared facility with Little Funsters. Both venues may have a private hire at the same time. The Funsters will ensure no cross over of customers including children.

36. Funsters will allow siblings of invited children into the play centre, and we will apply the standard play charge to siblings on arrival which the uninvited siblings parent will pay. Other options are and Funsters must be informed in advance of the party start time 1. You don't wish the siblings to enter or play or 2. You wish to include them in the party and you the party parent wants to pay for all siblings.

37. Natasha's law became law on 1st October 2021, we ask all party parents to know your responsibility when providing any food and/or drink items to your own guests. You, the party parent must be aware of all the ingredients within these products and can inform any guest the facts about the full ingredients. For example, the birthday cake or sweetie cones or party bags. Funsters does not take any responsibility for food and drink products you have sourced and directly given to your guests.

Natasha's Law is to assist those with allergies to confidently consume food and drink products, helping to prevent allergic reaction.

PLEASE NOTE: only the birthday cake and any party extras e.g sweetie cones or part bags can be brought into Funsters. Customers are not allowed to consume these products on site as Funsters has a strict policy of only food and drink provided by Funsters can be consumed at Funsters.

1. Free return play for the birthday child, one per party will be issued via email as an e voucher bookable through ww.funstersplaycentres.co.uk then click book a play session, when asked for payment look to the bottom of the screen, it

will say use voucher code, type in the 16-letter code and then if any outstanding please pay via world pay, you will be prompted.

If you have any questions about our terms and conditions, please call 01270 500525 or email chat@funstersplaycentres.co.uk or facebook – funsters play centres and private message us.