

**Payment:**

A £50/£100 deposit must be submitted to secure your party booking.

Final payments are due on the day of your party.

**Party Numbers**

All parties will have a minimum of 12 guests and a maximum of 30 guests.

We reserve the right to refuse extra party guests if you have reached the maximum capacity for your party.

**Cancellations**

Deposits are non-refundable or transferable.

**Outside Agencies**

Outside contractors (mascots, face painters, etc) are not permitted at Mad Play unless given prior consent by management.

**Party Organisers Responsibilities:**

- Please ensure children are wearing suitable clothing whilst at Mad Play.
- All guests must wear socks during their visit at Mad Play.
- If your guests bring extra siblings to the party and they are not party guests, they will need to pay the full admission price applicable.
- Party organisers are to arrive 15 minutes before the start time of your party to greet your guests.
- Please inform Mad Play of any allergies so we can arrange alternative options.
- Each party guest will be given a wristband upon entry. It is important that the bands are kept on through their entire visit.
- It is compulsory for parents/ carers to supervise their children at all times.
- Mad Play cannot accept responsibility for any accidents that occur due to unsupervised play.
- No spray foam, poppers, streamers or piñatas.
- No decorations are to be hung on the walls in the party rooms, as this may cause damage.
- Only normal candles are permitted, no sparklers or fountain candles.

- **Party organiser to ensure the room is vacated at the end of the allocated party time along with all belongings.**
- **Please ensure that all of your guest leave the centre on time. (Once you have vacated the party room, your party has ended and guests must leave the centre).**
- **No outside food or drink is to be brought into the centre.**

### **Mad Play Terms And Conditions And Rules Of Play**

**Here at Mad Play, we encourage children to play, run free and explore in a safe and stimulating environment. As expected, play comes with risks such as tripping, falling and bumping into fixed objects or other children. Whilst we have taken reasonable steps to control these risks through the design, maintenance and operation of the centre, it is impossible to eliminate such risks completely. Guardians must recognise and accept this risk.**

- **Guardians must be over the age of 18.**
- **All visitors must sign in and out of our visitors' book.**
- **Only food and drink purchased at Mad Play may be consumed on the premises; anyone who does not adhere to this may be asked to leave immediately.**
- **Mad Play asks that users treat each other, the staff and the facilities with respect. Verbal or physical abuse towards our staff or visitors will not be tolerated.**
- **Guardians must supervise their children at all times, ensuring they are playing in the correct areas for their age range, and that they are aware of the rules of play. Your children remain your responsibility and you should be aware of where they are at all times. Under no circumstances should your child/children be left unattended.**
- **No climbing on the outside of the netting or equipment.**
- **No running outside of the play area.**
- **Staff are around to monitor the equipment and access first aid facilities; they are not there to supervise children using the facilities.**
- **Age restrictions are in place for the safety of the children.**
- **Children who are unwell must not use the facilities.**
- **We recommend that long sleeves and trousers are worn, long hair is tied back, and children wearing glasses must take particular care when playing on the equipment.**
- **Shoes must be removed before entering the play area. Socks must be worn at all times.**
- **Buckles, badges, watches, jewellery, money, sharp objects, etc., must not be taken into the play area.**

- **Personal items must be left with a guardian. We cannot accept responsibility or liability for any lost items/ damage or theft.**
- **No food or drink is to be taken into the play area, We recommend that children do not immediately return to the play area after eating.**
- **Chewing gum is not permitted in the centre.**
- **Children must be accompanied by their guardian when using the toilet facilities.**
- **Smoking is not permitted in the centre or in the grounds of Mad Play.**
- **No alcohol is to be consumed on the premises.**
- **Mad Play reserves the right to alter opening times, prices, menus and play equipment without prior notification.**
- **We reserve the right to restrict play sessions to two hours, this will be communicated upon arrival.**
- **We reserve the right to refuse entry or to ask anyone to leave Mad Play without a refund should these rules not be followed.**

#### **Party Feedback**

**We may call you for party feedback. If you have any problems during your party, it is important that you speak with a member of staff, so the issue can be resolved as quickly as possible.**