



The Play Shed – Party Terms & Conditions

We're so excited that you've chosen The Play Shed to celebrate your special day! To make sure everything runs smoothly and everyone has the best time possible, we kindly ask that you take a few moments to read through the following information. These guidelines help us create a fun, safe, and stress-free experience for you and your guests.

1. Booking & Payments

To secure your party, a non-refundable booking fee is required at the time of booking:

- **£40 for Public Parties**
- **£100 for Exclusive Hire Parties**

The party date can be moved if we are given more than 6 weeks notice before the originally booked party date and subject to availability. We will only accommodate 1 date change and the date change can not exceed 12 months.

Please note the party will not go ahead unless full payment has been received.

It is your responsibility to ensure payment has been made. The remaining balance is due **21 days before your party date**. Please note that we're unable to accept instalments, and if final payment hasn't been made at least **14 days before** your party date, the party may be cancelled.

Refunds:

Cancellations made **14+ days in advance** will be eligible for a refund, excluding the deposit.

Cancellations made on the day and up to 14 days prior to the event are non refundable.

Adverse weather conditions: If the play shed is unable to open due to adverse weather conditions we will notify you and a date change or refund will be given.

If the play shed remains open during adverse weather e.g snow, party bookings will go ahead as scheduled. No refunds will be issued for cancellations due to weather.

2. Arrival & Timings

You're welcome to arrive **5–10 minutes before** your party starts. If you arrive earlier, you may be asked to wait in reception or if our reception area is busy you may be advised to wait in your car.

A member of our team will come in **5 minutes before the end** of your party to let you know it's nearly time to wrap up. We kindly ask that all belongings and decorations are gathered before your party finishes, so the next celebration can begin on time.

3. The Play Shed Venue Guidelines

To help keep our space clean, safe, and enjoyable for everyone, please note the following:

- We kindly ask that **confetti balloons, party poppers, and piñatas** are not brought in. If used, a **£20 clean-up charge** will apply.
 - Decorations should be removed at the end of your party, and the room left as it was found.
 - Food and drink should be kept away from play equipment and soft play areas.
 - If your party includes time on the bouncy castle, please ensure children are off before it's deflated.
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4. Food, Cake & Allergies

We want everyone to enjoy their food safely:

- If you're having food as part of your party, please let us know about **any dietary needs or allergies at least 48 hours in advance**.
- If needed, we're happy to adjust the menu or offer **vegetarian, vegan, or halal** alternatives (**with at least one week's notice**). Some options may incur a small additional charge. Please contact us by email.
- Due to the small size of our kitchen we can't guarantee an allergen-free kitchen, so if any guests have allergies, they are very welcome to bring in a packed lunch.

- Outside food is not allowed (except birthday cake and pre-approved allergy-friendly food).
 - If you'd like your cake to be served at the party, please provide a **full list of ingredients** ahead of time. **Standard birthday candles only, no sparklers please.**
 - As the **Silver Exclusive Party is not a food party**, cake cannot be eaten on site, but you're welcome to **cut and wrap slices to send home in party bags.**
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5. Guest Numbers & Extra Guests/siblings.

- The total number of children includes siblings but not adults or babies under 12 months.
 - If you go over the maximum number included in your package, your party host will let you know and additional charges may apply.
 - Any siblings accompanying a child or parent to the party will be required to pay the entrance fee appropriate for their age. They will not be catered for however they are permitted to accompany the party to the exclusive party room (Providing this does not exceed the maximum number of 30 children) The accompanied sibling/child must not be left in the soft play room unsupervised by an adult (known to the child) when the party guests go up to the party room.
 - For health and safety, we ask that you **bring a full guest list** with you on the day, including the birthday child and any siblings attending.
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6. What to Wear

To keep everyone safe and comfortable:

- All children must wear **socks or tights** in the play areas.
 - We recommend clothes that **cover arms and legs**, and that jewellery is left at home.
 - No children over 3 years old are allowed in **Jude's Jungle** (our toddler area).
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7. Mascots & Entertainment

- **Mascots and outside entertainers are only allowed at Exclusive Hire parties.**
 - Our own **mascot meet & greet** can be added to your package for **£30** – just ask about our latest characters and confirm adding this when paying your final balance.
 - Any third-party entertainers (including face painters or mascots) must have **valid public liability insurance** and will need to be provided to us prior to your event. They will also be asked to complete a short risk assessment form on the day.
 - Timing are very important to the smooth running of your party, please notify as soon as possible if you have hired an outside entertainer so we can accommodate/advise on timings.
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8. Exclusive Hire Parties

- During your Exclusive Hire booking, the **main soft play area is just for you and your guests**. However, there may be other parties happening upstairs, which can occasionally affect parking.
 - If you've chosen the **Platinum Exclusive** party, we kindly ask that food and drink is kept at the tables and not taken into the play frame.
 - Your birthday child will receive a **free return pass** as a thank you for celebrating with us! (This is for the birthday child only, or split between multiple birthday children if it's a shared party.)
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9. Public Parties

- Once the hour of play has ended all adults and children will move upstairs to the party room, please take all your belongings upstairs with you as you will not be permitted back into the soft play room to play.
 - Please note that our **upstairs party rooms are not wheelchair accessible** – if required, we recommend choosing our **Silver or Platinum** package downstairs.
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10. Parking

- Our car park can be a little busy during party times. If it's full, follow the road down on our right hand side and you may be able to park where the double yellow line ends. (please don't park on the curb – traffic wardens patrol the area).
 - During busy times or when parties are overlapped we try our best to reserve a parking space for the party parent/host in our car park, should this space be taken on the day by another customer or the other vehicle is unable to move we will do our best to accommodate another space or advise where may be available.
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11. A Few Final Things

- We're always happy to help with carrying in cake, gifts, party bags or balloons, however we take no responsibility for any loss or damages that may occur.
 - Please take home any decorations or balloons you bring.
 - We do our very best to keep everything running smoothly, but unfortunately, we can't accept responsibility for lost or damaged personal items.
 - In the unlikely event of an emergency, our team will guide you through our safety procedures. Please note our fire assembly point is located at the front of our car park, make yourself familiar with our fire exits upon arrival.
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And Most Importantly...

We want everyone — children and grown-ups alike — to **have an amazing time.**

Because at The Play Shed...

"There ain't no party like a Play Shed party!"

