

Extreme Weather Condition Policy

In normal weather conditions we are open 10am to 6.30pm every day except Christmas Day, Boxing Day and New Years Day.

Snow Conditions

In extreme snow conditions we will endeavour to open as usual although we may close early. A message will be placed on the home page of the website with details of changed opening hours or periods of closure.

Customers who have pre booked parties will be contacted and given the opportunity to reschedule. Bookings can be rescheduled up to a year from the date of the party. If the customer wishes to cancel the party booking, the original non refundable deposit will be retained; all other payments will be refunded.

As snow conditions can vary on a day to day basis, customers with parties will not be contacted until the day unless deep snow is set in.