

MANIC MONSTERS LTD

KIDSFUNZONE

Party Terms and Conditions

1. In order to book your party or process a member, we need to collect, store and process personal data on you and your family. You may choose not to give us some or all of the personal data we require but this may affect the ability to provide some or all of the service you require.
The Data Protection Policy and Privacy policy details what type of personal information we hold, why we need it and how we use it. It also details what your rights are and how to make changes to the information we hold. Please visit our website to view the documents or request a copy to be sent in the post.
2. A 25% non-refundable deposit is paid when booking a party based on the maximum number of children invited.
3. Full payment must be settled based on confirmed numbers of children attending, no less than two weeks prior to the party.
4. In extenuating circumstances and solely at the Managers discretion a refund may be given on up to a maximum of 2 children who fail to attend the party.
5. Party rooms and tents are allocated according to the size of the party.
6. The party family arriving more than 10 minutes prior to the start of their party will be able to wait in the reception bay.
7. Guest will be asked to wait in the reception bay until the start of the party.
8. Parents who do not stay for the duration of the party must wait in reception to be identified by the party parent before collecting their children.
9. Buckets and bags are provided for your guest shoes and gifts; please keep them with you at all times.
10. Manic Monsters will not be held responsible for any lost or damaged items.
11. You will be provided with a host to help you organise your party.
12. We recommend at least 1 adult to 5 children to ensure adequate supervision.
13. Your party will have use of the party tent or room for the last half hour when the children eat.
14. The party rooms or tents have limited capacity and may not be able to accommodate large numbers of adults.
15. You will be provided with a reserved table for parents to sit at for the duration of the party.
16. Your party host will provide you with a feedback form. Please complete the form and leave it at reception. We are always looking at ways to improve our service.

Rules of Play

1. Parents/Guardians must supervise their Children at all times
2. Destructive Behaviour and bullying will not be tolerated. You and your child may be asked to leave
3. Only food & drink purchased from Manic Monsters can be consumed on the premises.
4. Birthday Cakes are only permitted with a booked Party Package
5. No food, drink, gum or sweets allowed on the play equipment
6. No shoes allowed on the play frame
7. Suitable clothing covering body, arms and legs and feet must be worn
8. Jewellery and sharp objects must not be taken on to the frame
9. No Smoking on the premises
10. The toddler/baby area strictly for children under 5 years old
11. Do not play in front of, or obstruct the fire exits
12. Maximum age of 12 years allowed on the play equipment
13. We reserve the right to refuse admission
14. All children must have a thoroughly good time!