

## **Extreme Weather Condition Policy**

In normal weather conditions we are open 10am to 6.30pm every day except Christmas Day, Boxing Day and New Year's Day and Easter Sunday.

### **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. We will also place a message on our Facebook page.

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.

### **Hot Weather Conditions**

In the event of a hot sunny spell, we will be open as usual unless demand for our service falls below the viability to stay open. In such a case we will place a message on the home page of this website and place a Facebook message on each day of closure. Normal practice tends to be opening in the morning and closing early only in extreme circumstances at the managers discretion. We will always stay open for a pre-booked party.