

## Party Policies & Procedures

Thank you for choosing Playtrain to hold your party, we would like to draw your attention to the following relevant Party Policies & Procedures below. The full Terms & Conditions can be accessed on our website at [www.Playtrain.biz](http://www.Playtrain.biz)

## Party Payment

- This sheet of paper is receipt of your party booking.
- You will need to contact us on 01494 531 158 or [info@playtrain.biz](mailto:info@playtrain.biz) 3 days before your party and inform us of your final numbers and dietary requirements.

## Cancellations

- Cancelling your party less than 30 days before your party date (and not re-scheduling the party date) would mean your initial payment becomes non-refundable.
- Cancellation of your party providing us with less than 24 hours' notice will be referred to the General Manager who will reserve the right to make a decision to offer an alternative party date.
- If you postpone your party due to sickness, your party can be rescheduled without incurring an administration fee, if 48 hours notice is given prior to the party date.

## Final Payments

Final payments should be made before your party starts. Please consider, when confirming your final party numbers, we are unable to offer any form of refund once your final payment has been processed.

- We are happy for you to call us up to 48 hours before your party to increase your numbers within reason and as long as you have not reached your maximum room/area capacity.
- Playtrain reserves the right to refuse extra party guests if you have reached your maximum capacity for your party area.

## Unexpected Party Guests

- We are able to cater for up to 3 additional party guests on the day without you notifying us. The extra guests will need to be paid for by the party parent before the party celebration.

## Party Parents' Responsibilities

- The party parents will need to provide the reception with a completed party guest list on arrival, this will speed up your party entrance and personalise your party.
- It is the party parents' responsibility to inform party guests to arrive no more than a few minutes before the party start time.
- Late comers will not receive additional time. We can not restructure the party to accommodate.
- Playtrain has a one FREE adult per child guest policy. If the number of adults exceeds the number of children on the day, our standard entrance prices apply.
- Parent guests bringing siblings that are not part of the party will be charged at our standard entrance prices on the day. The party parents can choose to either be charged for extra adults / siblings on the day, or ask the reception team to charge the parents on entry.
- It is the party parents' responsibility to inform us if you require specialist dietary requirements.

- The party parents and adult guests are responsible for all party children at all times.
- The party parents should explain the Playtrain "Rules of Play" to the children.
- The party parent should ensure that all children are dressed appropriately.
- The party parent must ensure all children wear socks when using the equipment. It is advisable to bring spare socks on the day.
- No spray foam, poppers, streamers piñatas permitted. Customers will be charged an additional sum of £20.00 for cleaning if this is disregarded.
- No decorations are permitted on the walls of the party room as this can cause damage.
- The party parent will provide the birthday cake and candles (only normal candles permitted). We will provide a cake slice and safety matches.
- The party parent must ensure that all party children are collected by their parent or guardian at the end of the party time.
- The party parent must ensure that the party room is vacated with all belongings at the end of the allocated party time.
- No catering can be brought into Playtrain by the party parent or friends. All food items & beverages must be purchased from the Playtrain Cafe.

## Party Policies & Procedures

- Management reserve the right to change the party room allocated at the time of booking without any prior notice.
- Playtrain reserves the right to close parts of the play frame, slides and remove equipment from use during our trading hours for any reason, without compensation. We will endeavour to inform you of any non-availability of any equipment or facility prior to a party.

## Party Feedback

- If you have any problems during your party, it is important that you speak to the Duty Manager immediately to enable swift resolution.
- In the unlikely event that the problem cannot be resolved at the time, please email full details of your grievance to [info@playtrain.biz](mailto:info@playtrain.biz) where your complaint will be thoroughly investigated following our internal complaints procedure.

## NERF Parties

- Nerf parties are for 20 children.
- Nerf parties run from 5.30 till 7.30pm (you can only use the main floor after 6pm).
- Children under 6 will not be allowed to use the Nerf gun equipment.
- Children may not use their own equipment, only the Nerf equipment provided by Playtrain.
- Nerf Children under 6 will not be allowed in the main hall during a Nerf party for safety reasons.

**We look forward to hosting you and your guests!  
Thank you for choosing Playtrain - we'll see you there!**

I have read and understood the terms and conditions on this page and agree to abide by them.

Signed:

Print Name:

Date: