



PRIVATE HIRE RULES & PROCEDURES (general) ON LINE 2020

1. Party deposit / pre-payment

- The pre-payment / deposit you have paid is non-refundable.
- A party can be rescheduled if more than 4 weeks' notice is given prior to the date of the party and an admin fee of £40 will be charged.

2. Making changes to your booking

Self catered

You have paid for up to 50 children. You can add children (up to 270) on to your booking up to 4 working days prior to your party @ £8 per child. You can do this by logging into your account – we will send out a reminder email a week before your party.

- We can add up to 10 additional children on the day of the party (to be paid for at the party start).
- Please note we cannot give a refund for children paid for in advance who do not turn up on the day of the party.
- Other additions: party bags (£3.50 each); clear up (£30)

Catered

You can add on to your party booking up to 4 working days prior to your party by logging into your account. We will email you a week before the party to remind you!

- Please note that we take payment for additional children in advance of the party. Unfortunately, we cannot give a refund for children paid for that do not turn up on the day.
- We can add 2-3 additional children on the day of the party – to be paid for at the start of the party.

3. Responsibilities

Party Parent responsibilities (self catered)

- The party parent can enter the centre up to 15 minutes prior to the party start time to set up.
- The food must be served no later than 60 minutes before the end of the party.
- The party parent and adult guests are responsible for the party children at all times
- The party parent should ensure that all children are dressed appropriately (as per centre rules – i.e. long trousers; socks; long sleeved shirts)
- The party parent will provide all the food / drink / plates / cutlery / serviettes / table decoration / table cloth / birthday cake, candles & party bags.
- The party parent will take responsibility for lighting the candles (ordinary ones only, please); for cutting the cake and putting the cake into the party bags.
- The party parent will be expected to clear up the rubbish at the end of the party – a black bin liner will be provided. If you would like Topsy Turvy staff to clear up for you, there is an additional charge of £30 – please let us know in advance of the party.
- The party parent must ensure that all party children are collected by their parent or guardian
- The party parent must ensure that the building is vacated with all belongings at the end of the allocated party time.



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Party Parent responsibilities (catered)

- The party parent(s) can enter the centre up to 10 minutes prior to the party start time
- The party parent(s) and adult guests are responsible for all party children at all times
- The party parent(s) should ensure that all children are dressed appropriately (as per centre rules – i.e. long trousers; socks; long sleeved shirts)
- The party parent(s) should provide the birthday cake & candles.
- The party parent(s) will take responsibility for lighting the candles (ordinary ones only, please); for cutting the cake and putting the cake into the party bags.
- The party parent(s) must ensure that all party children are collected by their parent or guardian
- The party parent must ensure that the building is vacated with all belongings at the end of the allocated party time. topsy turvy world reserve the right to charge for every additional 15 minutes spent on the premises. The total amount will depend on the number of party guests. This amount must be settled prior to departure.

Party Host Responsibilities (catered)

- Serve & clear children's party food and drinks

Topsy turvy world staff responsibilities (self catered)

- To monitor the safe use of the equipment

4. **Health & Safety Matters**

- Children should only go back on the play system after food (and if there is time) with the consent of the party parent.
- For children under the age of three, there should be no fewer than one party parent / guardian for every two children.
- For children under the age of 8 years old, there should be no fewer than two party parents/guardians (over 18 years) for every 8 children.
- For children over the age of 8 years old, there should be no fewer than one party parent/ guardian (over 18 years) for every 8 children.
- Centre Rules apply at all times – NB height restrictions **do not** apply for private hires.

5. **Other Information**

- Private parties will have exclusive use of the play centre. Party rooms are NOT available to use.

6. **Feedback / Complaints**

- If you have any problems during your party it is important that you speak to the Duty Manager immediately so that the issue can be resolved swiftly.



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- In the unlikely event that the problem could not be resolved at the time, please write to: Feedback Department, topsy turvy world, Unit L1, Prince Charles Drive, London, NW4 3RW.

We hope that you have a very enjoyable party with us!

Topsy Turvy World Management