



## laser tag party rules & procedures (general) on-line 2020

### 1. PRE-PAYMENT / DEPOSIT

The pre-payment deposit is non-refundable.

A party can be rescheduled if **more** than 4 weeks' notice is given prior to the date of the party (subject to availability) - an admin fee of £40 will be chargeable. After this time, it can be rescheduled only if topsy turvy world is able to fill the party slot.

### 2. MAKING CHANGES TO YOUR BOOKING

You can add on to your party booking up to 4 working days prior to your party by logging into your account. Maximum 28 children. 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
- Party bags can be added @ £3.50 each

### 3. PARTY FOOD / DIETARY REQUIREMENTS

- It is important that you discuss any dietary requirements with us at this time so we can try to accommodate them. If there is a child or adult who has a severe allergy please let us know in advance.
- Please note our kitchen is not a vegetarian kitchen. We request that you discuss this with us in advance if this may pose a problem.
- If you have booked the COLD food option and wish to change to HOT food, please call us on 020 8359 9925 at least 3 days before the party.

### 4. CHANGE TO CATERED

- If you booked a self catered laser party and wish to change to a catered party please call us on 020 8359 9925 at least 3 days before the party.
- £2.50 extra per child for cold food / £4.50 extra per child for hot food, will be chargeable on the day. (£2 and £4 Monday to Thursday)
- It is important that you discuss any dietary requirements with us at this time so we can try to accommodate them. If there is a child or adult who has a severe allergy please let us know in advance.
- Please note our kitchen is not a vegetarian kitchen. We request that you discuss this with us in advance if this may pose a problem.

#### IMPORTANT NOTE:

For health and safety reasons, children or siblings who are not invited to the laser party will not be permitted to play in the play system or any part of it, at any time during the party. We recommend that you inform parents of this to avoid disappointment.

Any child/sibling not taking part in the laser party, but wishing to have food will be charged @ £7 for cold food / £9 for hot food (to include: party hat; food; drink; ice cream).

We will direct the parent of any uninvited child/sibling - wishing to take part in the laser or food - to you for agreement first.

Uninvited children taking part in the laser (full or part time) will be charged at our normal rate.

### 5. LASER ON THE GO (SUNDAY MORNING) – IMPORTANT!

- Access is via the Fenwicks barrier (NOT John Lewis). Please ensure you inform all your guests.
- Laser Tag guests will have exclusive use of the centre from 9.30am to 11am.



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- Drinks and snacks are provided *on the go* (ie no formal seating)

### 6. Responsibilities

#### Party Parent responsibilities

- The party parent can come into the centre up to 10 minutes prior to the party start time
- The party parent and adult guests are responsible for all 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 should ensure that all children wash their hands prior to eating (there is antibacterial gel to use, but please be aware that this does not kill all germs)
- The party parent will provide the birthday cake, candles and going home presents.
- 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 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

- The Party Host will explain the rules of the Laser Tag games.
- For catered parties the Party Host will serve food to the children.

N.B. although the Party Host will try to provide a good level of service to both party parents and children, their main responsibility is to the party children.

### 7. Health & Safety Matters

- 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 – age / height restrictions do not apply for laser tag parties.

### 8. Other Information

- Laser Tag is for a maximum of 28 players and last 60 minutes.
- Laser Tag guests will have exclusive use of the play system while the laser game is being played.
- No party bags are included in this package but can be purchased for an additional £3.50.

### 7. Feedback / Complaints

2020



## **laser tag party rules & procedures (general) on-line 2020**

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

- 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