



## laser tag party rules & procedures (general) on-line 2023

### 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 or 3 working days before the party date over the phone on 020 8359 9920. Maximum 28 children.

- Please note that we take payment for additional children and extras 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. 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.
- For self-catered parties all food must be NUT free
- For self-catered parties No drinks to be brought in. All drinks must be purchased at topsy turvy world.
- 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; 020 8359 9920.

### 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 9920 at least 7 days before the party.
- 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.
- For catered party you are Not permitted to bring any food or drink apart from the birthday cake

#### 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.

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.



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### 5. **LASER PARTY TIMES - IMPORTANT!**

- **Mon-Tue term time – 4-5.30 pm**- exclusive use of soft play  
Structure of the party:4-5 pm laser game followed by food and cake from 5-5.30
- **Wed-Fri term time-5.30-7 pm**; you can arrive at 5 pm (actual start of the party is from 5.30 pm). Any children arriving at 5 pm will have a free play in the soft play from 5-5.30 pm (shared with everyone else); followed by party food in private party room from 5.30-6 pm. Once we close for public at 6 pm, children will have exclusive use of the soft play for the laser game from 6-7 pm
- **Mon-Fri holidays and Sat-Sun 6-7.30 pm** - exclusive use of soft play from 6-7 pm for laser game; followed by food from 7-7.30pm

### 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.
- The party parent will take responsibility for lighting the candles (ordinary ones only, please); presenting the cake to the birthday child before the food is served. Once candles are blown out, party parent is responsible for cutting the cake while children are having their food. Party parent can serve cake after children finished their food or and putting the cake into the party bags. Party parent must bring knife for cutting the cake, plates, napkins and cutlery for the cake.
- 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.

#### A member of staff responsibilities

- A member of staff will explain the rules of the Laser Tag games.
- For catered parties a member of staff will set up table with plates, cups, napkins
- A member of staff will serve food to the children.
- For self-catered party – party parent is providing everything they need for the party. A member of staff will start clearing up 15 min before the end of the party.
- Any adult refreshments are served in the first 30 min of the party.

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



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### 7. Health & Safety Matters

- Centre Rules apply at all times.

### 8. Feedback / Complaints

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 within two days from party date [admin@topsyturvyworld.com](mailto:admin@topsyturvyworld.com)

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