



ONLINE BOOKINGS Party Information & Procedures CATERED

1. PRE-PAYMENT / DEPOSIT

The pre-payment deposit is non-refundable.

A party can be rescheduled if **more** than 2 weeks' notice is given prior to the date of the party - 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 must add on to your party booking up to 4 working days prior to your party by logging into your account or call us, no later than 3 working days before the party date, on 020 8359 9920.

- 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.
- 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.
- You are not permitted to bring in any of your own food, apart from the birthday cake.

4. Responsibilities

Party Parent responsibilities

- The party parent(s) can come into 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.
- For parties with children under 5, we recommend that parents accompany the children into the play system.
- The party parent(s) should explain the rules of play to the children.
- 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 ensure that all children wash their hands prior to eating.
- No spray foam; poppers; helium canisters or streamers permitted. (Customers will be charged an additional sum for cleaning if this is disregarded). N.B. Poppers can be dangerous and **MUST NOT** be brought into our premises under any circumstance.
- *
 - The party parent(s) will bring the birthday cake* and candles (only normal candles permitted). Birthday cake is presented to birthday child before food is served by party parent. Once candles are blown out, party parent is cutting the cake and serving children after children finished their food. Party parent must provide your own knife, plates, napkins, cutlery, or containers for the cake brought in.

*Topsy turvy world would provide everything to serve the cake, only if birthday cake is bought from topsy turvy world.



- The party parent(s) must ensure that all party children are collected by their parent or guardian.
- The party parent(s) must ensure that the party room is vacated with all belongings at the end of the allocated party time.
- The party parent(s) must ensure that all guests leave the building at the end of the allocated party time. If party parents / guests & children do not leave the building at this 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.
- Adults must NOT sit on of the tables or children's chairs a) for health and safety reasons and b) as they may break.

Topsy Turvy Staff responsibilities

- a member of staff will be setting up party room as soon as it is available; party room will be set up with plates, cups, and napkins for catered party within the first 10minutes from the party start.
- a member of staff will serve the children's food in the party room approx. after one hour of the play and clear away no later than 15 min before the end of the party.
- please note that the role of our staff is NOT to entertain the children.
- refreshments for adults are served in the first 30 min of the party.
- a member of staff will make announcement for children to return to the party room 5 min before the end of the party for children to get ready to be collected.

5. Party Rooms

- No decorations are permitted on the walls of the party room as this causes damage. Not even with Blue Tack / Sellotape - topsy turvy world will claim for any damages should this be disregarded.
- No spray foam; poppers; streamers or helium canisters are allowed (Customers will be charged an additional sum for cleaning if this is disregarded). N.B. Poppers can be dangerous and MUST NOT be brought into our premises under any circumstance.
- Management reserves the right to change the party room allocated at the time of booking without any prior notice.
- A maximum of 5 parents are permitted in a party room when the food is being served and cleared away – this is not only for health & safety reasons, but also to ensure that the member of Topsy Turvy staff is able to carry out his/her duties successfully.
- **Number of adults cannot exceed number of children. Up to 10 adults per party are free: any above £3 each. There are no seats provided for all adults.**
- Centre Rules apply at all times.

6. Feedback / Complaints

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



- In the unlikely event that the problem could not be resolved at the time, please write to us within two days from party date: admin@topsyturvyworl.com

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

Topsy Turvy World Management