



PRIVATE HIRE RULES & PROCEDURES (general) ON LINE 2023

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. Booking

Payment for min of 25 children required at the time of booking.

- Please note we cannot give a refund for children paid for in advance who do not turn up on the day of the party.

3. Responsibilities

Party Parent responsibilities (self-catered)

- The party parent can enter the centre up to 10 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 / plates / cutlery / serviettes / table decoration / tablecloth / birthday cake, candles & party bags.
- Party parent is not allowed to bring any drinks. All drinks must be purchased at topsy-turvy world.
- 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.

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 (ordinary cake candles NO sparklers or fountain candles), knife, plates, napkins, cutlery, or containers for the cake.

*Birthday cake purchased from topsy turvy world? We will provide everything for the cake to be served.



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- 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 reserves 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 (catered)

- Serve & clear children's party food and drinks.
- Set up table with plates, cups, napkins

Topsy Turvy World staff responsibilities (self-catered)

- To monitor the safe use of the equipment
- Topsy Turvy World will start clearing up 15 min before the end of party

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 always apply.

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 us within two days after party admin@topsyturvyworld.com

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

Topsy Turvy World Management