



self-catered party rules & procedures on line 2023

We would be grateful if you could take the time to read this information!

1. Party deposit / pre-payment

- The pre-payment / deposit you have paid is non-refundable.
A party can be rescheduled if more than 2 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

You can add on to your booking up to 3 working days prior to your party over the phone 020 8359 9920 or You can do this by logging into your account 4 days before the party.

Additional children and any extras are payable 3 days before the party.

- We can add 2-3 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.

3. 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.
- The food must be served NO LATER than 1 hour after the party starts.
- The food that you bring MUST be kept in the party room.
- Food brought in must be NUT free.
- All drinks must be purchased at topsy turvy world.
- The party parent(s) should ensure that all children are dressed appropriately for play in the play system (as per centre rules – i.e., long trousers; socks; long sleeved shirts)
- The party parent(s) should explain the rules of play to the children.
- The party parent(s) should liaise with Reception / Duty Manager regarding the required timing for a tanyo announcement to call the children to the party room for food.
- The party parent(s) should provide all food / cake / plates / cutlery / serviettes/cling film/silver foil/take away boxes etc.
- No food can be heated or re-heated on our premises.
- No electrical equipment can be plugged in to our sockets without the prior consent of management.
- 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.



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4. TTW staff responsibilities

- Our staff will clear your party room – they will come in 15 minutes before the end of the party.

5. Party Room

- 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.
- Topsy turvy world are not responsible for providing anything in the party room – please provide your own plates / cutlery / serviettes / tablecloths etc.

6. Health & Safety Matters

- No food can be heated or re-heated on our premises.
- No electrical equipment can be used in our party rooms without the prior consent of management.
- 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.
- There are 10 adults free per party; any additional adults above 10 are £3 each. Number of adults can not exceed number of children.
- Centre Rules always apply.

7. 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 within two days after the party to: admin@topsyturvyworld.com

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

Topsy Turvy World Management