

Terms and Conditions

1) Party Bookings - Please note these terms are valid for all parties at Rugrats and Half Pints

Deposit

Please note that parties are not confirmed until payment of a non-refundable deposit (£50) is received. Deposits are taken by cash or credit/debit card. We accept all major credit cards except American Express.

Through payment of this deposit you are deemed to have accepted our party Terms & Conditions. We reserve the right prior to this stage to decline any request by you for a Party.

The balance must be settled strictly 7 days before the party date by cash or credit card. Without this payment we will be unable to host your party.

Cancellation or postponement

Parties cancelled or postponed before the scheduled date will not receive their deposit back. Cancellations must be made in writing and Rugrats and Half Pints must have acknowledged the cancellation for it to be valid. For postponements the same terms apply. A re-booking fee of £40 may be charged. If the hirer fails to turn up without having cancelled by the appropriate method, the full charge will remain due and shall be charged to the credit/debit card.

In the event of the hirer reducing the number of children attending the party, the full charge shall remain due. We will not refund payment of any children who fail to attend the party, once numbers are agreed one week prior to the party

The Manager reserves the right to refuse an application or cancel or terminate any booking for whatever reason without being bound to give any reason for doing so. We will not, as a result of the exercise of this right, incur any liability from such a refusal, cancellation or termination. Any charge or apportioned part thereof will be refunded.

Your Party Guests

Please provide us with the final number of children that will attend the party 7 days before the party date. This will be the time you also settle your balance. This will be the minimum number you will be charged for. Should we not hear from you, the number of guests indicated at the time of your booking will apply and this shall be taken from your account. Rugrats and Half Pints are not responsible for last minute cancellations and no-shows, refunds shall be refused.

Prices per child vary depending on party options chosen and prices are quoted in our party brochure, with the exception of any offer that may be valid at the time of booking. Off Peak prices run Monday-Friday during term time only, with Peak prices valid at other times (bank holidays and school holidays). Our exclusive use party package varies in price depending on specific requirements and date/time.

A minimum of 10 children per party is required, with the exception of parties not held in a Party Room or otherwise stated. If, once you have settled your bill, you find that you have additional guests please let us know as soon as possible. You can then pay for the extra guests on the day. We can only accommodate for an extra 3 guests on the day.

It is your responsibility to inform Rugrats and Half Pints of any food allergies or other important facts concerning all the children attending your party. Staff will not administer medicines.

On the Day

All party guests will be checked in at Reception from the list of guests you provide us. Should the guests have siblings or family that would like to stay at Rugrats and Half Pints during the party, then they are welcome to come in and pay our regular admission fee. There is no charge for adults or babies under 6 months if accompanying an older sibling. If you wish to pay admission for siblings of your guests, please inform us. Children not paid for as party guests do not get a seat at the party table, or food.

The hirer shall ensure that all guests of the party comply with the general regulations of the centre and the hirer shall be liable to RUGRATS and Half Pints for any breach thereof.

Your guests will be required to sign out at reception when they leave your party

Time of your Party & Party Room

Please arrive 5 minutes before your party is due to start. All parties last 2 hours and the time and date of your party is indicated on your confirmation email. Should you arrive late we will not extend your party. You will be allocated a Party Room on the day chosen depending on the size and time of your party. This room will be yours for the duration of the party. Exiting the party room promptly will enable us to ensure that all parties start on time. Your help and co-operation is much appreciated.

Should we not be busy on the day you are welcome to stay and use our play facilities after your party ends. If we are, however, busy then RUGRATS and Half Pints will not be able to extend the playtime for you and your guests beyond the two hours of your party, if you do stay after your allocated time, you shall incur a charge for each of your guests, the Manager or Team Leader shall determine how busy the centre is at their discretion. Their decision is final.

Party Host

If stated a Party Host will assist you during the two hours of your party. Your Host is there to help ensure the party, play time and meal run smoothly - please ask if you have any additional needs. Please note that your Party Host is not an entertainer.

Entertainers

RUGRATS and Half Pints is happy to recommend or arrange additional entertainment for your party. If you wish to bring an entertainer of your own it must be pre-agreed with us and the entertainer must supply proof of valid Public Indemnity Insurance and a Criminal Record Bureau check one week prior to the party.

Party Bags

Party bags are age-appropriate and vary from party to party. If Party Bags are not included for your party they can be purchased from us. Bags are given to your guests as they leave RUGRATS and Half Pints.

Balloons

Your Party Room will have decorative balloons attached to each Child's chair. These can be taken away with your guests when your children leave. Should you like any additional helium balloons for your guests there will be an extra charge.

Food and drinks for adults

Food and drinks may not be brought into RUGRATS and Half Pints by customers. The only exception is a birthday cake. We can provide food and drinks for adults and children, please see our party brochure.

For the health & safety of our customer

No party poppers, relighting candles or sparklers are allowed on the premises, this includes sparkling candles. RUGRATS and Half Pints House Rules will apply at all times and are posted within our Centre. Please ensure all long hair is tied back for the blowing out of the candles, we also advise hairspray is not used.

Free Pass for Birthday Child

Free passes will be sent with your party confirmation via email. These passes expire 3 months from the date of your party, and can be used only once.

Complaints

We hope there shall be no complaints from you party however if you feel there is reason to complain please speak to the team leader or manager of the day.

Problems identified after the party day has finished can not be rectified and no money shall be refunded

IMPORTANT SAFETY RULES OF PLAY

No shoes, badges, jewellery, glasses or sharp objects are allowed within any play area.

No food or drink may be brought into any play area or into the centre.

If your child has any illness that we should be aware of e.g. asthma, epilepsy, please inform a member of staff on the day.

Adults are NOT permitted on the trampolines.

Socks must be worn by all guests.