



ON LINE 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 can add on to your party booking up to 4 working days prior to your party by logging into your account. We will email you a week before the party to remind you!

- Please note that we take payment for additional children 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 able 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 (there is antibacterial gel to use, but please be aware that this does not kill all germs).
- No spray foam; poppers; 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).
- 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(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 serve the children's food in the party room and clear away.
- please note that the role of our staff is NOT to entertain the children.

5. Party Rooms

- No decorations are permitted on the walls of the party room as this causes damage. Not even with Blue Tack / Cellotape - topsy turvy world will claim for any damages should this be disregarded.
- No spray foam; poppers; or streamers. (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 reserve the right to change the party room allocated at the time of booking without any prior notice.

6. Health & Safety Matters

- 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.
- There is antibacterial hand gel in each of the party rooms for the children's use.
- Only normal birthday cake candles can be used.
- For children under the age of 3 years old, there should be 1 party parent/guardian (over 18 years) for every 2 children.
- For children between the ages of 4 to 8 years old, there should be 1 parents/guardian (over 18 years) for every 4 children.
- For children over the age of 8 years old, there should be 1 party parent/ guardian (over 18 years) for every 8 children.
- Under 5s should be accompanied into the play areas. Parents / guardians must wear socks in all padded areas for hygiene reasons.
- Centre Rules apply at all times

7. Other Information

- Only a reasonable ratio of adults to children is permitted. If there are likely to be many more adults to children, please discuss this with us, as we may not be able to guarantee seating. We may suggest that you move into a larger party room to accommodate your guests or kindly ask you to restrict your numbers.



8. Feedback / Complaints

- We would be grateful if you could fill in a party questionnaire at the end of your party with your comments. We may also call you to confirm the feedback you have given.
- 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:
Feedback Department, topsy turvy world, Unit L1, Prince Charles Drive, London, NW4 3RW.

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

Topsy Turvy World Management