

## **DISCO PARTY DO'S 😊 & DON'TS ☹️**

Tel: 01223 304705

Website: [www.funkyfunhouse.com](http://www.funkyfunhouse.com)

Thank you for booking your event at Funky Funhouse. This letter is designed to advise you on how our party policies run, so that you are aware in advance of the service that we will be offering you, as well as what our rules and regulations are.

### **Please note that your deposit is NON REFUNDABLE**

- ❑ Minimum numbers in your party rooms, All Disco rooms 15 children, with a max of 25 children for the room.
- ❑ **Children under 5 will be given 45 mins for party food and 45 mins play.**

**1.7 days before your event**, please contact us so that the following can be confirmed: **MON – FRI 10:30am – 5pm but NOT a Saturday or Sunday.**

- ❑ Numbers and names of children who are coming.
  - ❑ Whether you would like hot or cold food and jelly or ice cream.
  - ❑ The last half an hour of the party needs to be set aside for eating time(3/4 of hour for under 5's) you need to advise us how you would like the prior to this to be spent.
  - ❑ Full payment will also be required when you confirm these details; which can be by credit / debit card over the phone or cash which we must receive 7 days before your party.
  - ❑ **If we have not heard from you 3 days before your event is to happen then we will take it that you have cancelled your party.**
2. Please be advised that we need these details in advance so that catering and stocks can be pre-arranged. Therefore we are unable to offer any refunds should anyone not attend the party who was previously confirmed.
  3. Due to consultations with people from various religious backgrounds, it is important to notify us in advance of any



dietary requirements set by your faith so that we can comply with these.

4. On the day of your party, please arrive 5-10 minutes before the start of your party. If there is a queue to gain entry into Funky Funhouse please come to the front of the queue & advise our staff that you are here for your event.
5. **Parents / guardians are responsible for watching their children or party of children while they are on Funky Funhouse premises. Upon entry to our facilities you will see a board which clearly displays our terms & conditions of play, please ensure that you read these & adhere to them for everyone's safety.**
6. **Unless your party is for children under the age of 4, we ask you to limit the number of adults in the party room to 6. Due to fire and safety policies which have been set by our local health & safety officer.**
7. With our party packages we DO NOT supply Invitations but go to our website and you can download them.
8. When you arrive at Funky Funhouse your party will be signed in on a separate sheet. Should you require anything while the children are downstairs playing on the equipment please ask one of our staff at reception to help you if your party supervisor is unavailable.
9. When the announcement is made for your party to come off the play equipment, **we ask that you gather the children as your party supervisor will be waiting for the children at reception,**
10. The host is to supply hand wipes for children to wash there hands before eating. A surcharge of £1 will be required if we supply wipes. Socks must be worn by all
11. Please be aware that we will cut your party cake as follows:
  - ❑ **12 portions of cake can be cut from a cake that is 8" in diameter.**
  - ❑ **With rectangular cake that is already pre-cut into portions by the manufacturer, we will only cut the cake as it has been set, we cannot make the slices any smaller.**
  - ❑ **Based on this information above, please ensure that you supply us with enough birthday cake for the amount of children in your party. We will only cut cake to the guidelines stated above, so if enough cake is not provided then we will not be able to provide every child with birthday cake in their party bag.**
12. When the children go up to the party room it is important that both children & adults do as the party supervisor asks; they are



trained at running our parties & are there to help you so please let them stay in control.

13. Our party supervisors are human beings & do have feelings! Therefore should children be rude or become out of control then we reserve the right to remove them from the party room, should they have not listened to previous warnings.
14. On leaving the party room, children will be told to make their way back to the reserved tables where we will sign them out. It is vital that you help us ensure that this happens for their own safety. We cannot allocate the right child to the correct parent if they have run back onto the play equipment.
15. There is always a first aid person on site, should you require first aid attention, please come to reception. If you have an accident, bump or scrape of any sort then please let our staff know.
16. Anti social behaviour will not be tolerated & people will be asked to leave Funky Funhouse, no refund will be given. In extreme circumstances we will contact the police for their assistance should it be required.
17. If the fire alarms should sound while you are in Funky Funhouse please follow the green carpet & it will lead you to a fire exit.

**In the unlikely event that you are unhappy about any aspect of your party then please speak to a member of management on the day, if you contact us after your event then it can be extremely hard for us to trace back what has happened & be able to give you a satisfactory investigation & answer.**

Enjoy your party with Funky Funhouse

The Management Team.

