

PARTY DO'S & DONT'S FOR THE FUNHOUSE PARTY.







Funky Funhouse – 01223 304705 www.funkyfunhouse.com

Thank you for booking a “Funhouse Party” 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 & regulations are.







This is an hour & a half party with a minimum of 10 and a maximum of 25 children at the cost of £9 per child which you will run.

Please note that your deposit is NON REFUNDABLE



For this party we will supply you with:

-  Play time at Funky Funhouse,
-  the food,
-  jugs of juice whilst the children are playing and in the party room,
-  party bags
-  the hire of the party room
-  the party of which you are the host

On the day of your party our staff will:

-  Sign your guests into FFH
-  Announce when your party is to gather at reception.
-  Escort you to your party room.
-  Bring food into the party room for you to serve to your guests.
-  Advise you of timings, so that you are aware of when you need to vacate the party room.
-  Supply you with party bags for you to distribute to your guests.

On the day of your party, we require that you:

-  Ensure that all of the children attending your party are gathered at reception when they are called.
-  Escort your children to your party room & settle them at the tables.



- 📄 Light the candles on the birthday cake & should you wish, cut the birthday cake up & place it in the party bags.
- 📄 Serve the party food that will be provided by our staff as individual servings.
- 📄 After the children have finished eating, remove dirty plates & leave them on the service table provided.
- 📄 Serve the children with their dessert, which your party room assistant will provide at the required time.
- 📄 Bring the children back down to reception, when your time in the party room has finished.
- 📄 Please hand out your party bags at reception, when you are sure that a child's parent has arrived to collect them.
- 📄 Ensure that no children return to the play equipment after they have come down from the party room.
- 📄 You will be required to bring with you to the party: the birthday cake, a knife to cut your cake with & any additional party bag extra's you may wish to put into the party bags, candles, tin foil / cling film to wrap the birthday cake up into and Matches.

1. **7 days before your event**, please contact us, Monday to Friday, from 10:30am – 5pm to confirm the following. *(Please do not contact us on a Saturday or a Sunday to confirm your party as we will not be able to take confirmation on these days.)*
 - 📄 Names of children who are coming.
 - 📄 Notify us of your menu choice.
 - 📄 The last half an hour of the party needs to be set aside for eating time(45 minutes for under 5's) you need to advise us how you would like the prior to this to be spent (for example will you want to be holding any party games in the room for 15 minutes or would you like the children to have one hour's complete free play time on the play equipment).
 - 📄 Full payment will also be required when you confirm these details; which can be by credit / debit card over the phone (please note we do not accept AMEX) or cash which we must receive 7 days before your party.
 - 📄 **If we have not heard from you 3 days before your party is due to be held then your party will be considered cancelled.**
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 for free.
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
9. 15 minutes before your party is due to go up to the party room, you will be able to access the room
10. When the announcement is made for your party to gather at reception as your party room is ready, we ask that you gather the children & bring them to reception, where you will need to arrange them in a line to take them up to the party room. You must ensure that you have all children present.
11. The host parent's are to supply hand wipes for children to wash their hands before eating. A surcharge of £1 will be required if we supply wipes.
12. The party room will be set up with relevant cutlery & plates. When the children require desert we will bring this into the party room for you pre-portioned into bowls.
13. Please be aware that should you wish to hand out birthday cake in the party bags, then this must be cut before the children start to eat their party food, as otherwise you will not have time to cut the cake, wrap it & place it into party bags.
14. **Please ensure that all children are aware that when they return back downstairs they are not to go back onto the play equipment.** Please tell the children to make their way back to the reserved tables where you will sign them out & hand out their party bags. From our experience we have found & advise you that party bags are handed out to children as their parents / guardians arrive to collect them.
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. We do request that you control your party whilst they are in the party room. If our staff feel that the party room facilities are being abused in anyway then we will request that you address this issue.
17. Anti social behaviour will not be tolerated & people will be asked to leave Funky Funhouse, should their actions be as such. No refund will be given. In



extreme circumstances we will contact the police for their assistance should it be required.

18. 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.

