

PRIVATE HIRE DO'S ☺ & DON'TS ☹

Thank you for booking your event at Funky Funhouse. This letter is designed to advise you how our party policies run. Minimum number is 15 children

- **7 days before your event**, please contact us so that the following can be confirmed: MON – FRI 1030am – 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.
 - Run through how the 2 hours will be enjoyed..
 - 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
 - **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 the Islamic faith, it is important to notify us in advance so that we can adhere to your requirements.
 4. **With our party packages we do not supply Invitations but go to our website and you can download them.**
 5. 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.
 6. **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.**
 7. **SOCKS MUST BE WORN BY ALL**
 8. It is vital 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.
 9. 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.
 10. **We ask you to arrive no earlier than 5.50pm so we can then make sure that our existing customers are all on their way out of the building.**
 11. PARENTS ARE RESPONSIBLE FOR WATCHING THIER CHILDREN OR PARTY OF CHILDREN WHILST ON SITE AND TO ADHERE TO THE TERMS AND CONDITIONS OF HIRE/PLAY IN WHICH YOU SIGN FOR



12. THERE IS ALWAYS A FIRST AIDER ON SITE. IF FIRST AID IS REQUIRED THEN GO TO RECEPTION.
13. ANTI SOCIAL BEHAVIOUR WILL NOT BE TOLERATED AND PEOPLE WILL BE ASKED TO LEAVE THE PREMISES WITH NO REFUNDS,THE POLICE MAY BE CONTACTED.
14. IF THE FIRE ALARMS GO THEN PLEASE FOLLOW THE GREEN CARPET TO THE NEAREST FIRE EXIT AND GATHER AT THE MAIN GATE. DO NOT RE-ENTER THE BUILDING.

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 we can not rectify any problems.

Enjoy your party with Funky Funhouse

The Management Team.

Tel: 01223 304705 Website: www.funkyfunhouse.com

