

PARTY

FREQUENTLY ASKED QUESTIONS



ARE YOUR PARTIES AVAILABLE ON WEEKDAYS?

OUR PARTIES ARE ONLY AVAILABLE ON THE WEEKENDS.

CAN WE ARRIVE EARLY TO SET UP THE PARTY ROOM?

YES, YOU MAY ARRIVE UP TO ONE HOUR BEFORE THE PARTY TO SET UP THE PARTY ROOM.

IS FOOD INCLUDED?

NO, WE DO NOT SUPPLY FOOD FOR PARTIES. HOWEVER, YOU ARE WELCOME TO BRING YOUR OWN.

CAN YOU SUGGEST ANY CATERING IDEAS?

A POPULAR OPTION IS DOMINO'S PIZZA IN ROMSEY OR ORDERING FOOD PLATTERS FROM LOCAL SUPERMARKETS.

WHAT IS INCLUDED IN THE PARTY PACKAGE?

OUR PARTY PACKAGES INCLUDE:

- VENUE HIRE
- A PARTY HOST
- 1 HOUR OF YOUR CHOSEN PARTY ACTIVITY
- 1 HOUR IN THE PARTY ROOM
- DOWNLOADABLE PARTY INVITATIONS
- TEA AND COFFEE FOR ADULTS

WHAT FACILITIES ARE AVAILABLE IN THE PARTY ROOM?

WE DO USE DIFFERENT PARTY ROOMS. PLEASE ENQUIRE DIRECTLY FOR DETAILS ABOUT THE SPECIFIC ROOM BEING USED.

IS A DEPOSIT REQUIRED?

YES, A £50 DEPOSIT IS REQUIRED TO SECURE YOUR BOOKING. THE FINAL BALANCE MUST BE PAID AT LEAST ONE WEEK BEFORE THE PARTY.

HOW DO WE MAKE PAYMENT?

WE WILL SEND YOU AN ONLINE PAYMENT LINK SO YOU CAN PAY BY CARD.

DO YOU PROVIDE PARTY BAGS?

NO, WE DO NOT PROVIDE PARTY BAGS.

CAN YOUNGER SIBLINGS ATTEND?

THIS DEPENDS ON THE TYPE OF PARTY AND WHETHER THEY WILL BE PARTICIPATING IN THE ACTIVITIES. PLEASE CONTACT US TO DISCUSS THIS FURTHER.

WHAT SPORTS CAN BE CHOSEN FOR A MULTI-SPORTS PARTY?

FOR A MULTI-SPORTS PARTY, YOU CAN CHOOSE **TWO SPORTS** FROM THE FOLLOWING OPTIONS:

- FOOTBALL
- BASKETBALL
- DODGEBALL
- HOCKEY
- NETBALL
- ROUNDERS
- TAG GAMES
- TUG OF WAR

WE RECOMMEND CHOOSING SPORTS THAT THE CHILDREN HAVE PLAYED BEFORE, AS THEY WILL TAKE PART IN MATCHES.

HOW IS TEA AND COFFEE PROVIDED FOR ADULTS?

YOU WILL EITHER RECEIVE A VOUCHER TO REDEEM AT THE LEISURE CENTRE OR YOUR PARTY HOST MAY ORGANISE FOR DRINKS TO BE PREPARED IN THE PARTY ROOM. YOUR PARTY HOST WILL CONFIRM THIS WITH YOU ON THE DAY.

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CAN WE REQUEST A SPECIFIC STAFF MEMBER TO HOST THE PARTY?

YOU MAY REQUEST A SPECIFIC STAFF MEMBER WHEN BOOKING; HOWEVER, WE CANNOT GUARANTEE THEIR AVAILABILITY.

CAN I VIEW THE PARTY ROOM BEFOREHAND?

YES, VIEWINGS CAN BE ARRANGED. THESE ARE USUALLY AVAILABLE AFTER 5PM ON WEEKDAYS OR AT WEEKENDS, DEPENDING ON AVAILABILITY.

DO WE NEED TO CLEAN THE ROOM AFTER THE PARTY?

WE ASK THAT YOU PLACE ALL RUBBISH IN THE BINS PROVIDED AND ENSURE GUESTS TREAT THE ROOM RESPECTFULLY. OUR STAFF WILL COMPLETE THE FULL CLEAN AFTER THE PARTY.

OUR PARTY IS OUTDOORS, WHAT HAPPENS IF THE WEATHER IS BAD?

OUTDOOR PARTIES WILL CONTINUE AS PLANNED UNLESS THE PLAYING AREA IS DEEMED UNSAFE.

CAN I BRING MY OWN DECORATIONS?

YES, YOU ARE WELCOME TO BRING YOUR OWN DECORATIONS. PLEASE NOTE THAT ONLY GLUE DOTS MAY BE USED WHEN DECORATING THE ROOM; BLU-TACK IS NOT PERMITTED.

DO YOU PROVIDE ANY PARTY SUPPLIES/DECORATIONS?

NO, WE DO NOT PROVIDE PARTY SUPPLIES OR DECORATIONS.

IS THERE A SPEAKER AVAILABLE TO PLAY MUSIC IN THE PARTY ROOM?

WE RECOMMEND BRINGING YOUR OWN DEVICE WHICH CAN BE CONNECTED TO YOUR PERSONAL PHONE TO PLAY MUSIC.

ARE PARENTS REQUIRED TO STAY DURING THE PARTY?

AT LEAST ONE RESPONSIBLE ADULT MUST REMAIN ON SITE FOR THE DURATION OF THE PARTY.

WHAT SHOULD CHILDREN WEAR?

WE RECOMMEND COMFORTABLE CLOTHING AND APPROPRIATE FOOTWEAR FOR PHYSICAL ACTIVITY.

CAN WE EXTEND THE LENGTH OF THE PARTY?

ADDITIONAL TIME MAY BE AVAILABLE UPON REQUEST, SUBJECT TO AVAILABILITY AND ADDITIONAL CHARGES.

ARE YOUR FACILITIES ACCESSIBLE?

WE AIM TO ACCOMMODATE ALL GUESTS. PLEASE CONTACT US IN ADVANCE TO DISCUSS ANY SPECIFIC ACCESSIBILITY REQUIREMENTS.

WHAT HAPPENS IF WE NEED TO CANCEL OR RESCHEDULE?

PLEASE CONTACT US AS SOON AS POSSIBLE TO DISCUSS. OUR CANCELLATION POLICY IS NOTED ON THE BOOKING FORM.

WHAT TIME SHOULD GUESTS ARRIVE?

WE RECOMMEND GUESTS ARRIVE 5-10 MINUTES BEFORE THE PARTY START TIME.

DO YOU PROVIDE REFRIGERATION FOR FOOD?

THERE IS A VERY SMALL DESK TOP FRIDGE IN ONE OF PARTY ROOMS. PLEASE CHECK UPON BOOKING IF THIS WILL BE AVAILABLE FOR YOUR BOOKING.