

Soft Play Party Package - Terms & Conditions

Duration:

- 1 hour Soft Play Area
- 1 hour Party Area

Inclusions:

- Soft play access
- Reserved party table
- Dedicated party host
- Food (as per selected menu)
- One drink per child

Capacity:

- Minimum: **10 children**
- Maximum: **15 children**

Should the booking be for more than 15 children, number of adults allowed inside the soft play area will be reduced.

Decorations:

- Clients may bring their own decorations. Setup and responsibility remain with the client.
- Only free-standing decorations and small decorations that can be attached to the windows are permitted.
- Decorations may not be attached to walls, furniture, play equipment, ceilings, or any other surfaces.
- No other types of decorations are permitted without prior approval from management.

Cake Policy:

Cake is only permitted when a party package is booked.

Booking & Payment:

- A deposit of **€220** is required to secure your booking.
- Full payment must be received 3 days prior to your booking date, along with the final number of children and food order.
- Late payments may result in cancellation of your booking or additional charges.

Cancellations & Rescheduling:

- Cancellations made less than 7 days before the event will result in forfeiture of the deposit.
- Cancellations within 3 days of the event or no-shows will incur charges for the full amount based on the final number of children provided during that period.

Supervision & Safety

- Adult supervision is required for all children attending the party.
- Guests must always follow all venue safety guidelines and staff instructions to ensure a safe and enjoyable experience.

Toileting & Hygiene

- Children who are not fully toilet trained must wear a suitable nappy while using the Soft Play area.
- All toilet accidents must be reported to a member of staff immediately. In the event of an accident, the affected area may need to be temporarily closed to allow for thorough cleaning and sanitisation, which may result in disruption to the operation of the Soft Play area.
- Parents/guardians are responsible for ensuring that their child has appropriate toileting protection before entering the Soft Play area and for informing staff immediately should an accident occur.

Party Host & Assistance

- A dedicated party host will be available to assist and coordinate activities throughout the event.

Cake & Food

- You are welcome to bring your own cake at no additional charge.
- Food will be served according to your selected menu options, which must be confirmed 3 days in advance.
- Please inform us of any dietary restrictions or allergies at least 72 hours before the event.
- Outsourced cakes are accepted; however, the venue is not responsible for food safety issues, allergic reactions, or other risks associated with outside products.
- Parents may bring their own food for their child if preferred. However, this does not affect the selected party package, and the full package price remains applicable.

Liability & Damages

- The party organizer is responsible for the conduct of their guests and any damage caused to the venue, equipment, or facilities.
- Any damages or excessive cleaning will result in additional charges.
- The venue is not liable for loss or damage to any personal belongings brought onto the premises.

Parking & Accessibility

- On-site parking is available for all guests.
- One complimentary car park voucher will be provided for the party organizer (limited to one per booking).
- Please inform us in advance if any guests require accessibility accommodations.

Force Majeure

- The venue is not liable for cancellations, rescheduling, or failure to perform obligations due to circumstances beyond its control, including extreme weather, emergencies, or unforeseen closures.

Security & Crowd Management

- On-site security personnel will ensure the safety of all guests.
- Unruly or disruptive behaviour by children or adults will not be tolerated and may result in removal from the venue.
- Requests to increase party size will be accommodated subject to availability.