

# Sprouts Party Terms & Conditions

- THIS PARTY BOOKING HAS SECURED YOUR DATE AND TIME.
- One accompanying adult is included for every child guest, with two adults included in the case of the birthday child.
- Any other additional adults must be paid for at the party adult rate of £4.00 per adult – these can be added to your booking online on our party system or on the day at our admissions desk - Subject to availability.
- Sprouts Play Barn is entitled to move any party booking to another room if necessary.
- The minimum number of children required to host a Sprout About party at Sprouts is 12. If you are unsure of final numbers, please book for 12 and then we can add additional guests on prior to the event – these must be confirmed & paid for at least 7 days prior to party date. A complete guest list must be provided 7 days prior to the party date. Any changes or updates that are being made to your guest list or adding on any other food items without 7 days notice will incur an £10.00 administration charge per change. Numbers cannot be reduced. If we do not receive your guest list 48 hours prior to the date of your party, we will be unable to host your party and it will be cancelled.
- If you wish to move your party date once booked this will incur an administration charge of £20.00.
- Reductions in numbers are unable to be refunded in any circumstances, however names on the guest list can be changed and party guests added on.
- If Sprouts is forced to close due to adverse weather conditions and extreme circumstances, including coronavirus, no refunds will be given, however we will offer to reschedule your party to an alternative date (*subject to availability*). We will be unable to refund any non-attendees in any circumstances.



- If you choose to cancel your party due to coronavirus we will be able to hold your party booking for a future date that suits you, subject to availability.
- A complete guest list must be provided 7 days prior to the party date. Amendments to names can be made up to 48 hours before the party, but numbers cannot be reduced. If we do not receive your guest list prior to the date of your party, we will be unable to host your party and it will be cancelled.
- Any additional guests or items added to your party package must be paid for before your party date. If we do not receive payment we will not be able to cater for your extra guests or provide your extra items.
- Only guests named on the guest list will be able to join the group in the party room, others, such as siblings of guests, can pay to enter via the admission desk or by booking tickets online via our website and join the group in the play area only.
- Any adults / children that arrive to your party that have not been listed with us will be charged to your account and must be paid for at the end of the party.
- **As your party package includes food, please note no additional food or drinks can be taken into the party room unless purchased from Rose Cottage Cafe.**
- Any special dietary requirements must be made 7 days prior to the party date. Food choices can be amended up to 14 days prior to the party, but not after this time. Any guests that arrive on the day with allergens that we have not been made aware of will not be catered for.
- You will be able to enter your party room from the time stated on your booking, not before, so please factor any time you may wish to spend setting up before your guests arrive into your party arrangements. Early entry will not be permitted as we will be preparing your room for you in this time. You will need to vacate the room by the end of the booking time to allow us to fully clean and prepare for the next party.



- Adults will be able to use the bench seating provided in your private party room. **When we are at capacity it will not be possible for your party grown up guests to sit in the main seating area adjacent to the play frame.**
- Home bakers are welcome to bring their own cake. Alternatively, Millets bakery birthday cakes can be purchased when booking your party on our system (*please note, shop bought cakes are not permitted*). The bakery will require at least 14 days notice.
- You are welcome to bring decorations to add to your party room, however please refrain from sticking anything to walls – our party team can advise on the best decorations to bring if required, so please email or call us to discuss this prior to your party.
- All party packages are non refundable.

