

## JOHN WHITE COMMUNITY CENTRE



### PARTY BOOKINGS TERMS AND CONDITIONS 2023

#### General

- **Your booking is for a 2-hour slot** and includes your set up and clean up times. Party slots follow very strict time restrictions, and any lateness will result in lost time from your party. Please tell your guests to arrive promptly as we are unable to add extra time to the end of your slot and there is limited space to wait until the start of your party. We ask you to leave promptly at the end of your party.
- At the time of booking, you will be required to inform us of the estimated number of attendees. **There is a maximum of 35 children / 20 adults for all party bookings** unless authorised by ourselves and we will provide the appropriate number of tables & chairs that the space allows.
- All food must be consumed at the tables provided & rubbish placed into the bins.
- No food heating devices allowed in the hall, inc hot plates, steamers or microwaves etc.
- Confetti cannons, piñatas or other messy items, inc sparklers ARE NOT PERMITTED
- The Hirer or any guests, shall not bring or consume any intoxicating liquor on the premises and will respect the strictly NO SMOKING/VAPING policy within the building.
- Staff will start to tidy away 10 minutes towards the end of your party. This will include the collection of balls for the ball pit. The areas should be left generally tidy and rubbish bags neatly placed ready for collection: if you require bin bags or cleaning equipment, please ask a staff member.
- All pit balls must be back in the ball pit at the end of your party.
- You are responsible for the behaviour of your guests and any loss or damage, or personal injury caused by them in the hired room or elsewhere in the centre.
- Due to other centre users, please keep your party contained to the party room.
- Car parking is available on site. Please park within marked bays. The JWCC does not take responsibility for loss and damage to personal property occurring in the car park.
- **We will use your personal details to contact you via email or telephone in order to discuss your party arrangements and to send you a feedback form. From time to time we may also send you any appropriate promotional information about the centre activities. If you do not wish to receive this please let a member of staff know.**

#### Rules Of Play

- The bouncy castle must be always supervised by an adult, taking action at the first sign of any misbehavior.
- Children must not climb or hang off the side of the castle, go behind the castle or near the electrical equipment or the stage.
- No Footwear, jewelry, badges or any hard or sharp dangerous objects should be taken onto the castle. Spectacles are advised to be removed also if possible.
- For hygiene reasons, socks must be always worn.
- No adults allowed on the bouncy castle.
- Always ensure the soft play is not overcrowded and limit numbers to the age and size of the children using it.
- Strictly NO food is allowed on bouncy castle or soft play.
- The safety mats provided must be always in position.
- Soft play to remain on the mats provided- to help prevent any accidents.
- Children must not push, collide, fight, or behave in a manner likely to cause injury or distress to others.
- The music system is for staff use only - for any changes to music please ask a staff member.
- Music is to be kept at a reasonable level due to other centre users.
- Staff will be on hand throughout your party and can be found in the reception areas should you require assistance.

#### Mascot visits

- Each Mascot appearance is for a maximum 20 minutes. The time of appearance must be agreed prior to the party commencing.

- Multiple mascots will not be able to appear at the same time.
- Each Mascot will have a staff minder for the duration of their visit: the minder is to make sure the mascot can safely walk around the hall, without injury to the mascot, children, or other guests.
- The Mascot will pose for photos and interact with the children during the appearance.
- The Mascot cannot get on the bouncy castle, for health and safety reasons.
- Please ensure no children or adults pull on the outfits or bang the heads of the mascots.
- Please ensure no-one, especially children, stands behind the mascot.
- The mascot may be unable to appear if the party room is not safe to do so, this could be as a result of the equipment out of place and/or the ball pit balls have been thrown around the room.
- NO FLAMES TO BE PLACED NEAR MASCOT-this includes candles on cakes. The mascot will stand away from cakes while celebrations are being enjoyed.

### **Food - Allergies/Special Requirements (our catering)**

- You must inform us of any special dietary requirements/food allergies on the booking form. We will need to know if you prefer to have a separate tray for requested allergies or the whole buffet to cater for said allergies.
- We cannot guarantee to be able to accommodate your requests, but we will do our best to do so.
- There may be an additional cost to any food requested that is not part of our standard menus. This includes catering for allergies, vegan menu & alternative items and will be advised to you as soon as possible.
- If any food requested has any special requirements - food labelling will be provided.
- We take no responsibility for any food requirements we are not made aware of at time of booking.
- We do not take responsibility for any food once your party has started.
- Those with special requirements are advised to have their food kept separately or collect food before others, to avoid cross-contamination.
- Please make sure children are supervised at the buffet table & while eating.

### **Payments & Cancellations**

- A provisional booking will be held for up to 48 hours. Thereafter, in order to secure your booking a non-refundable deposit of £50 is required to secure your 2-hour party slot.
- Payments can be made in cash or by debit/credit card.
- In the event of your cancellation of a party your deposit will not be refunded. In certain circumstances a transfer of deposit to an alternative date may be considered but it is at the absolute discretion of the John White Community Centre. Rescheduled bookings must be completed within 12 months of the original party date.
- Payment of the full balance must be made at least 14 days before the day of the booking. If you cancel within 14 days no refund will be possible.
- If, for any reason the John White Community Centre cancels your booking, we will refund all costs which have been made.
- **The JWCC management committee expects all users of the centre to have RESPECT for each other, the centre, staff and other people's property and themselves. The committee reserves the right to refuse to accommodate any persons unwilling to comply.**

**These terms and conditions are subject to change at any time.**