



Dear Parent,

Thank you for choosing to celebrate your child's birthday at The Mad House. If you have requested a copy, please check through the details on the booking form and contact us straight away if any details are incorrect or if you have any other requirements. Bookings for Dance, Football, Animal and Magic parties are subject to availability and confirmation by third-party facilitators. In instances of unforeseen events, we will do our best to offer a viable alternative as soon as possible.

With this note and on our website, you will find the following documents with which you should familiarise yourself:

- Our **rules of play**, which need to be adhered to at all times. Kindly ensure you are familiar with the rules and advise your guests and their parents/guardians of them
- Mad House **party invitations** which include directions to The Mad House and a telephone number if guests require further information
- An **attendance sheet** which is required on the day of the party and should list first names, parent name(s) and a contact number where possible. This will be securely disposed of after the party
- An **adult party food menu** as many of our guests wish to arrange refreshments for the accompanying adults to be served in the party room at the same time as the children are enjoying their food. If you would like to order, simply let us know when you confirm your final party numbers. You can also open a tab for drinks on the day

Please confirm the final number of guests who will be attending at least seven days before the party and pay the remaining balance at this time. We reserve the right to levy an additional charge where numbers have not been confirmed or balance paid by the due date. Unfortunately, 'no shows' on the day cannot be refunded. As you can appreciate, we have to order food for parties in advance, so late confirmation does cause issues.

On the day of the party, please aim to arrive no more than 15 minutes before your scheduled party start time. The receptionist will direct you and your guests to your reserved table in the main play area, where you can relax while the children play. Please hand the completed attendance sheet to the receptionist on arrival.

Your party host will call and escort everyone when it's time to come down to the party room for your meal; usually one hour twenty minutes after the party start time. Your host will then help seat the children before serving food. Please let the host know when you're ready for the cake to be cut and they will co-ordinate singing happy birthday and packing the cake. *Due to the number of parties we host, we must make sure rooms are vacated at the scheduled time to allow for cleaning and preparation for the next party... please do not be offended if we ask for the room to be vacated.*

The £40 deposit (£75 for Exclusive Hire) is non-refundable should you cancel your party. (Please note – a refundable £100 evacuation deposit is required at the time of confirming an Exclusive Hire which will be refunded within two working days of the party if the building has been fully vacated and in a satisfactory condition, within 20 minutes of the party finishing (8.20pm or 9.20pm))

If a party needs to be cancelled or rescheduled, we are happy to accommodate, at our discretion, as long as the change is made at least 48hrs in advance. No changes can be affected within 48hrs of the scheduled start time under any circumstances.

Finally, we very much look forward to seeing you on the day and know that you will have a fantastic time.

PARTY RULES OF PLAY

- Parent/guardians **must** supervise children using this facility at all times
- Mad House members of staff monitor the equipment and have access to first aid facilities. The Mad House does not accept responsibility for the supervision of children
- Our height restriction is 1.45m. Children taller than this may be permitted to play at certain times at the discretion of the management
- Children who are unwell must not use the facilities
- There is a minimum chargeable requirement of 10 children at the weekend (8 during weekdays) for parties. Attendance at a party does not include the right to readmission to the play area at the end of the party
- For hygiene reasons, children and adults using the play equipment must wear socks; no outside footwear is permitted in the play areas. Socks are available for purchase at the Café
- Children and adults are forbidden from climbing up the slide and up the netted areas
- No food, drinks, sweets or chewing gum are to be taken into the play area
- No glass containers are allowed in the Mad House
- Smoking (including electronic cigarettes) is not permitted in the Mad House
- Pens, buckles, jewellery, watches, money, sharp objects etc. must not be taken into the play area by children using the equipment
- Personal items must be left with parents/guardians. The Mad House cannot accept any liability for theft or loss
- For safety reasons, there must be a ratio of at least one supervising adult to five children at all times
- Piñatas, streamers, silly string, party poppers and other party decorations that create considerable mess are not permitted. If you would like to decorate the party room, please contact us to discuss what can be accommodated
- If you wish to bring your own food for a party, there is a one-off charge of £35. The food must only be consumed in the party room. The Mad House operates a zero-nut policy and as a result, it is the sole responsibility of the customer to ensure any food brought into the Mad House is nut-free. Should anything be found to contain nuts, you will be asked to dispose of it immediately and possibly liable for the costs of a deep-clean, at the discretion of management. Please note you are responsible for removing your own packaging, food waste and debris.
- Only food and drink purchased on the premises can be consumed on the premises (birthday cake and baby food excepted). Under no circumstances can drinks be brought into the Mad House