

Birthday Party Terms and Conditions

1. **A £50 deposit must be paid to secure your booking.** If you cancel the party less than 21 days before the date of your party your deposit is non-refundable although rescheduling to a mutually agreeable time is possible in the event of a cancellation.
2. Through payment of this deposit you are deemed to have read, understood and accepted our terms and conditions and safety notice. You accept that you and your representatives are ultimately responsible for the supervision of the children in the party at all times while on Snakes and Ladders premises.
3. We reserve the right to decline your booking and undertake to refund your deposit.
4. **The balance of the party payment will be payable at least 2 days prior to the party, when exact final numbers must be confirmed and no further changes may be made to your party package.** Your confirmed final number is the minimum number you will be charged for. While we shall endeavour to cater for unexpected guests, please be aware that this may not always be possible. If additional food and table space cannot be provided, additional guests will be charged at our standard entry tariff applicable at the time of the party. Payment for additional guests must be made at the time of entry.
5. When there are fewer guests than our required minimum number you will be charged for the required minimum number. (Eight children in Abingdon and Dunstable, ten in Syon Park).
6. Children are and remain the responsibility of the adults accompanying them and we therefore suggest visitors allow at least one adult (aged 16 or over) for every five children attending.
7. Any changes to the standard party package must be authorised by the management and confirmed in writing. We should be advised of any food allergies at the time of booking.
8. Each party group will be allocated one table and four chairs. We regret that we are unable to provide additional seating for more than four adults. Additional seating may be available elsewhere in the building. As we have limited capacity for accompanying adults we allow only one free adult per party guest.
9. Parents should note that party rooms are in constant use on busy days, hence the use of the room is restricted to the final 30 minutes and thereafter rooms must be vacated. Party poppers, piñatas, streamers and indoor fireworks are not permitted in the party rooms.
10. We regret that Snakes and Ladders does not provide birthday cakes. Host parents are requested to make their own provision in this respect. Cakes requiring refrigeration are not recommended since we are not able to offer this service. We regret that no other food or drink may be brought onto the premises.
11. A container will be provided for you to collect the coats, shoes and gifts brought by your guests. The customer holding the party is entirely responsible for the shoes, gifts, coats and other clothing at all times. Please be aware that the management does not accept responsibility for customers' property lost or damaged on the premises.
12. Should you encounter any difficulties during the course of your party, please ask for the duty manager immediately since, he/she can usually resolve any issues on the spot. Any matter that he/she is unable to resolve should be addressed to the customer services manager via the Snakes and Ladders website's Feedback option within 14 days.
13. Please note that any complaints regarding party food **must** be raised on the day of the party.

Policies

Please take a moment to read these notes and help us to make your visit more fun.

For the safety and enjoyment of all visitors we limit the play sessions to two hours during busy times when capacity is a premium. We request that our visitors do not bring their own food and drink into Snakes and Ladders.

If you are unable to locate your child, ask one of the team and we will help find them. Please inform us in you or your child has any sort of accident, however minor, so they can be checked out by a trained first aider.

Safety Notice

While Snakes and Ladders staff and management endeavour to ensure the safety of all visitors, it remains the responsibility of accompanying adults (person over the age of 16 years) to supervise the children in their care while visiting the facility. All children must be accompanied by a responsible adult and remain the responsibility of said adult at all times.

1. Parents and Guardians must remain on the premises at all times. Monitor their child to ensure that he/she is capable of using the equipment/rides safely. Know where their child is and ensure that the child is able to locate them.
2. Parents and guardians know their child's capabilities and behaviour best and should ensure an appropriate level of supervision to reflect this.
3. Children are advised to wear long sleeved shirts and long trousers and must wear socks at all times to minimise the risk of personal injury. Children must remove shoes, spectacles, jewellery and badges before entering the playframe.
4. Children must put their shoes on before using the motor bikes.
5. No food drink or chewing gum may be consumed in the play areas.
6. All age and height restriction imposed by the management must be adhered to.
7. Parents and guardians are requested not to use the upper levels of the playframe during busy periods.
8. Parents and guardians must ensure that children do not become overheated and that children who are unwell do not use the play equipment.
9. The Snakes and Ladders Team are here to help adults and children to make sure that everyone has a good time. Please be aware, however, that it is company policy not to tolerate any abusive or aggressive behaviour towards our Team or other customers. Any such behaviour may result in customers being asked to leave the premises.
10. Group/ party organisers must ensure that there are an adequate number of adults present for the supervision of their charges. We suggest allowing one adult for every 5 children.

11. Strictly no smoking on the premises, including the outdoor area at Syon Park.

Snakes and Ladders encourages children to play and explore in a safe and stimulating environment. As such, there are inherent risks that are always associated with children playing and having fun together. These include: Children being exposed to moderate physical activity. Children tripping, falling and bumping into fixed objects and other children.

Snakes and Ladders has taken every reasonable step to control these risks through the design, maintenance and operation of the facility. However, it is impossible to eliminate such risks whilst providing a stimulating environment and parents/guardians must accept and recognise the risk.