

Party Terms & Conditions

Tiny Rockers Soft Play Centre

Ordnance Road, Buckshaw Village



These Terms & Conditions apply to all party bookings at Tiny Rockers Soft Play Centre. By paying a deposit or balance, the booking organiser agrees to the following conditions.

1. Bookings & Deposits

- Provisional party bookings will be held for **24 hours only**.
- A **£45 non-refundable deposit** is required within this 24-hour period to secure the booking.
- Bookings are not confirmed until the deposit has been received.

2. Final Details & Payment

- Final party details and **full payment must be made no later than 14 days prior to the party date**.
- Failure to provide final details and payment by this deadline may result in the party being cancelled, with loss of deposit.
- Tiny Rockers requires the following information at final payment stage:
 - Full payment for the party
 - Children's food choices
 - Any allergies or dietary requirements
 - Preferred music playlist
 - Chosen party theme if **required** (e.g. Princess, Dinosaurs, Disney, Football, Cars - please enquire directly to discuss additional themes)
- Payments can be made by **invoice** or **in person at Tiny Rockers by cash only**.

3. Cancellations & Rescheduling

- Deposits are non-refundable in the event of cancellation by the customer.

- If you need to reschedule your party, we will do our best to accommodate changes, subject to availability, as we understand that plans may change due to unforeseen circumstances.
- Rescheduled parties are not guaranteed and remain at the discretion of Tiny Rockers management.
- Tiny Rockers reserves the right to cancel or amend a booking due to circumstances beyond our control. In such cases, a full refund will be offered.
- Changes to party dates or times are subject to availability and are not guaranteed.

3. Party Numbers

- Party packages are based on a maximum of 30 children. - Please take into consideration if you are allowing siblings to attend.
- Any additional children attending must be agreed in advance and will incur an additional charge of the entrance fee.

4. Arrival & Late Attendance

- Party guests should arrive **no earlier than 10 minutes** before the party start time.
- Late arrivals may result in reduced play or party time; no refunds or extensions will be given.
- Parties will end promptly and are given 10 minutes to leave the premises to allow for cleaning and preparation for subsequent bookings.

5. Supervision & Behaviour

- Children remain the responsibility of their parents or guardians at all times.
- Tiny Rockers staff are present to supervise the play equipment but are not responsible for individual child supervision.
- We reserve the right to refuse entry or ask any child or adult to leave if behaviour is unsafe, abusive, or disruptive. No refund will be given in such circumstances.

6. Health & Safety

- All children and adults must follow the posted soft play rules at all times.
- Socks must be worn by all children using the soft play equipment.

- No food, drink, sharp objects, or personal toys are permitted in the play areas.
- Any accidents or injuries must be reported to a member of staff immediately.

7. Food & Allergies

- Food provided by Tiny Rockers may contain allergens. It is the responsibility of the booking organiser to inform us of any allergies at the time of booking.
- We cannot guarantee a nut-free or allergen-free environment.
- Any outside food or drink must be approved in advance by management.

8. Decorations & Party Extras

- Only approved decorations may be used. Confetti, glitter, are not permitted.
- Any damage caused to the premises or equipment will be charged to the booking organiser.

9. Photography & Social Media

- Photographs and videos may be taken by parents/guardians for personal use only.
- Tiny Rockers may take photographs for promotional purposes unless the organiser opts out in writing prior to the party.

10. Personal Belongings

- Tiny Rockers accepts no responsibility for loss or damage to personal belongings.
- All items are brought onto the premises at the owner's risk.

11. Liability

- Tiny Rockers will not be held liable for any injury, loss, or damage unless caused by proven negligence on our part.
- Use of the soft play facilities is entirely at the participant's own risk.

12. Acceptance of Terms

- Payment of a deposit or balance confirms acceptance of these Terms & Conditions.
- Tiny Rockers reserves the right to amend these Terms & Conditions at any time.

If you have any questions regarding these Terms & Conditions, please speak to a member of the Tiny Rockers team prior to booking.