

Frequently Asked Questions

1. How do I secure a booking?

A £30.00 non-refundable deposit will be required to secure your booking. This can be paid by cash, cheque or card over the phone.

2. When does the final balance need to be paid?

The final balance along with final numbers is required a week before the party.

3. What if someone doesn't turn up and I have already paid for them?

Unfortunately, we cannot refund for this as the catering would have already been paid for and prepared.

4. What if someone lets me know at the last minute that they can come?

Please let us know as soon as you can and after speaking with the Catering Manager to see if we are able to cater for an additional child then we can confirm whether this will be okay.

5. Do you cater for dietary requirements?

Yes, however there may be some dietary requirements that we cannot cater for and so please check with us as soon as you can.

6. What if siblings want to come to the party?

If they are not joining in with the party and do not want a seat at the party tea then they will be charged group rate for entrance. If they do want to join in and have food then they will be charged the advertised price of £14/£16 per child.

7. How can I pay for additional adults?

Either on the day at admissions or over the phone with the final balance.

8. Are there any restrictions on the parties?

Cuddle Corner and Exotic Animals can only be run at 10am or 4pm. The other options can be run at any time.

9. What are your maximum numbers?

20 children is our maximum however if you do go over please let us know and we can check if we have a larger room available and another party host for your party.

10. Do you have minimum numbers?

We have a minimum of 10 paying children for a party. You can have less, however you will still need to pay for 10.

11. Are the rooms decorated?

Your dedicated party room is pre-decorated with bunting, bright tablecloths and birthday posters. All tableware is included and we ask that, due to time constraints, no additional birthday decorations are brought in. However, if you wish to bring pre-inflated helium balloons, you are welcome to do so.