

PARTY IN THE PLAYBARN!

Frequently Asked Questions

1. How do I secure a booking?

A £50.00 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?

We can provide gluten free bread/vegan/vegetarian alternatives providing we have a minimum of 24 hours notice. Unfortunately, no other dietary requirements can be catered for.

6. Are there any restrictions on the parties?

As this is an exclusive use party - they are subject to availability, and will start at either 5pm or 6pm depending on the time of year. There is access to the playbarn only - no other part of Kent Life will be accessible. Please also note, the **maximum height for children to use the play equipment is 148cm.**

7. What are your maximum numbers?

There is a maximum number of 80 guests. This needs to include a minimum of 15 paying children. There must be a safe ratio of adults to children - but the overall number including adults and children must not exceed 80.

8. Do you have minimum numbers?

We have a minimum of 15 paying children for a playbarn party. You can have less, however you will still need to pay for 15.

9. Are the rooms decorated?

Due to the nature of the playbarn, we are unable to decorate, however, if you wish to bring pre-inflated helium balloons, you are welcome to do so.

