

PARTY FAQ'S

1. How do I secure a booking?

A £50.00 non-refundable deposit will be required to secure your booking. This must be paid by 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. Please note we will try to accommodate all dietary requirements if advised in advanced, we however not guarantee an alternative pizza option would be available depending on allergens

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 applicable price depending on the party that has been chosen.

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?

Our Exotic Animals party can only be run at 10am, our Feed The Farm option can be run at any time depending on availability and operational hours.

9. What are your maximum numbers?

20 children are our maximum however if you do go over please let us know and we can check 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?

We have taken care of the decorations by providing bunting, bright tablecloths, and birthday posters. These decorations are carefully selected to enhance the ambiance and make your party space look fun and cheerful. To ensure that everything runs smoothly and on time, we kindly request that no additional birthday decorations are brought in. This is to avoid any delays or disruptions during the setup process. However, if you would like to add a personal touch, you are more than welcome to bring pre-inflated helium balloons. These can be a great addition to the overall decor and add an extra element of fun to your party.