



Frequently Asked Questions (FAQs)

1. How do I secure a booking?

A non-refundable deposit of **£50.00** is required to confirm your booking. Payment must be made by debit or credit card over the telephone.

2. When is the final balance due?

The outstanding balance, along with your confirmed guest numbers, must be paid no later than **one week before your party date**.

3. What happens if a guest is unable to attend after I have paid for them?

Unfortunately, we are unable to offer refunds for guests who do not attend, as catering arrangements will have already been finalised and prepared based on the confirmed numbers.

4. What if an additional child would like to attend at short notice?

Please contact us as soon as possible. We will check with our Catering Manager to determine whether we can accommodate an additional child and will confirm availability with you.

5. Do you cater for dietary requirements?

Yes. We will make every effort to accommodate dietary requirements where possible. Please inform us of any allergies or dietary needs as early as possible before your party. Whilst we will always endeavour to provide suitable alternatives, we cannot guarantee that an alternative pizza option will be available for every allergen.

6. How can I pay for additional adults?

Payment for additional adults can be made when paying your final balance or online prior to the party.

7. Are there any restrictions on the party packages?

Our **Exotic Animals Party** is available **only at 10:00am**.

Our **Feed the Farm Party** can be booked at various times, subject to availability and our opening hours.

8. What is the maximum number of children allowed?

Our standard maximum party size is **20 children**.

9. Is there a minimum number of children required?

Yes. A minimum booking of **10 paying children** is required.

If fewer than 10 children attend, the minimum charge for 10 children will still apply.

10. Are the party rooms decorated?

Yes. Our party rooms are decorated with colourful bunting and bright tablecloths to create a fun and welcoming atmosphere for your celebration.

To ensure parties are prepared efficiently and run on schedule, we kindly ask that additional decorations are not brought into the venue.

However, you are welcome to bring **pre-inflated helium balloons** to add a personal touch to your celebration.