

## **PARTY BOOKING-** **TERMS AND CONDITIONS**

**PLEASE READ CAREFULLY**



### **GENERAL TERMS AND CONDITIONS:**

A minimum of 10 guests (*The 10 guests should include the Birthday child*) are required for each party booking (*NOTE: if you are expecting more guests to be attending, PLEASE contact us either by email at [parties@airvault.ac.uk](mailto:parties@airvault.ac.uk) or by phoning 01204 357700 as soon as possible*).

Invites and waivers **MUST** be collected from reception either at the time of booking or at your convenience at any time during our opening hours.

All participants attending the party **MUST** have a waiver form signed and completed to be granted access to the arena (*an individual copy of our single waiver form can be sent out with each invitation*).

All parties are a duration of 1 hour and 30 minutes (*1-hour FREE JUMP plus 30 MINUTES in the party room with the party host*).

All members of the party **MUST** be wearing **AIRVAULT** non-slip trampoline socks at all times on the arena (*This is included in the party package*).

Your party host will meet you at reception and take you to your designated party room.

The hosts of the party and the guests which have been paid for within the party package will be the only people allowed in the party room (*Any party guest siblings or other individuals are able to use our café facilities*).

A **50% NON-REFUNDABLE** deposit is required at the time of booking.

The **FINAL NUMBER OF GUESTS** and **FINAL FOOD ARRANGEMENTS (INCLUDING ANY SPECIAL REQUIREMENTS)** need to be confirmed a minimum of 7 days prior to your party (*NOTE: This can be done by contacting us via email at [parties@airvault.ac.uk](mailto:parties@airvault.ac.uk) or by phoning on 01204 357700*).

If any guests which have been paid for within the party package do not turn up on the day, we are unable to offer a refund due to the fact that the catering arrangements will have been finalised and the jump spaces have already been reserved.

Any additional extras such as *Party Cones* or the *Domino's Pizza Upgrade (NOTE: please be aware that dominos pizzas are a replacement for the sandwiches)* must be added 1 week prior to the party date, if this wasn't included in the original party booking.

The **FINAL OUTSTANDING BALANCE** of the party can be paid once the final arrangements have been confirmed with a staff member, this **MUST** be paid 1 week prior to your party (*you can pay over the phone or by visiting reception*).

You are more than welcome to bring your own birthday cake and candles with you and we will provide the napkins and the host will organise all this for you. However, no other food or drink is to be consumed within the party room (*unless a member of management has authorised this due to a medical condition*).

Decorations for the party room are allowed if they have been agreed with a member of management.

**PARTY BOOKING-**  
**TERMS AND CONDITIONS CONTINUED**

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If any party guest is under the age of 4, an individual over the age of 18 must accompany them whilst on the arena. If several members of the party are under the age of 4, our policy is that there is a ratio of 1 adult to 3 children. At peak times and when we feel it is necessary, an area of the arena may be sectioned off for any under 6's to jump for their own safety. If adult supervision is required for the party, they will be charged the **standard free jump price (including the Airvault Trampoline socks)**. We recommend that you pre-book any adults required in advance as we cannot guarantee availability on the day.

We are not responsible for any of the customer's belongings, however the room can be locked if you would prefer this when the party room is unattended.

If additional guests turn up on the day, there is no guarantee that we will be able to accommodate you. However, we will do our absolute best to but if you are aware before arriving at the venue, please give us a call on **01204 357700** and we can add them on to the booking. Any additional guests will be charged the full party package price and the balance will need to be settled before they have access to the arena.

**AMMENDMENTS AND CANCELLATION POLICY:**

All cancellations and amendments need to be authorised by the Events Manager or any member of the management team either by emailing **parties@airvault.ac.uk** or by phoning **01204 357700**.

You are able to cancel up to **2 weeks prior** to the date of your party. However, the initial **50% deposit is non-refundable**.

The full party amount will be based on the final numbers which have been agreed with a member of staff.

**THANK YOU EVER SO MUCH FOR TAKING THE TIME TO READ THIS DOCUMENT CAREFULLY.  
IF YOU HAVE ANY QUIERIES REGARDING ANY OF THE ABOVE INFORMATION, PLEASE CONTACT BETH (THE EVENTS MANAGER) USING EITHER OF THE FOLLOWING METHODS:**

**EMAIL: parties@airvault.co.uk**

**TELEPHONE: 01204 357700**

**THANKS IN ADVANCE, WE LOOK FORWARD TO WELCOMING YOU FOR YOUR PARTY 😊**