Mezz Party Booking Terms and Conditions

Please read this document carefully and speak to a mem
have any queries.

- Minimum of 4 guests
- This includes the birthday child
- Final numbers must be confirmed 2 weeks before the party date. It is advised to contact the venue as soon as possible if numbers rise significantly. Should session capacity be reached then increasing may not always be possible.
- Invites can be collected from reception after a deposit has been paid or you can request to be emailed a print at home version.
- Full payment is required at time of booking to confirm your party.
- No parties are reserved without payment.
- No party guests will be checked in until full payment has been received and cleared. Any delays caused by outstanding payments, including delays to participants' session start times or any loss of allocated session time, will not be reimbursed or compensated for. It is the responsibility of the participant or booking organiser to ensure that full payment is settled in advance to avoid any disruption.
- Mezz parties are 1 hour and 30 minutes in duration. We request that ALL guests arrive 15minutes before the session start time. Please add this as the start time on your invites. Guests arriving to check in late may result in activity time being missed.
- Mezz parties are un-hosted. Food and drinks will be delivered to your table by café staff. Cake knife and lighters are available for use.
- Socks can be added in advance to your booking at the discounted price of £1.50 per pair. Socks bought on the day are priced at standard rate.
- All participants using the activity areas MUST have a completed waiver. Anyone under 18 must have this completed by their parent or guardian giving them permission to use the equipment. A link for this can be found in your confirmation email which needs to be forwarded to guests. We strongly advise doing this in advance as completing them on the day can lead to delays in your guests checking in and starting the party.

- Party tables are available for the duration of your session then at least half an hour immediately following your activity session. It maybe possible to keep the table for longer. Speak to reception for details.
- Additional guests and accompanying parents are welcome to use café seating area throughout the duration of the party. Please note that this is on a first come first served basis and cannot be guaranteed to be next to or directly adjacent to the party table.
- The party manager will contact you 2 weeks before the party date. At which point the final number of guests, food arrangements including special dietary requirements MUST be confirmed. Any late requests may not always be possible.
- Only food and drink provided by Airvault is permitted within the venue. Food being brought in due to allergies or medical conditions is acceptable with prior authorisation from management.
- Arena staff and party hosts will be monitoring safety whilst the children use the equipment and will be there to offer guidance and assistance where needed.
- The drinks station is accessible to your guests throughout the duration of your visit, please ask if you need directing.
- During PEAK TIMES no under 4's are allowed access to the activity areas. It is essential that NO YOUNGER guests are invited as they will be turned away on arrival. Should you wish to have under 4's join in please call Airvault immediately and alternative party slots can be looked at (such as the family session party).
- Any children aged 4 must be accompanied on the arena by an adult (over the age of 18years) at a ratio of 1 adult for every 2 children. The Mezz party package does not include any free adult places so these must be organised and paid for in advance. These places are offered at a discounted price.
- Any additional extras must be finalised and paid for 2 weeks prior.
- If any paid for guests fail to attend on the day then no refund will be given.
- You are welcome to bring along your own cake, candles and balloons. All other tableware will be provided.
- Any additional jumpers must be arranged and paid for in advance either by booking online or with the party manager. Adding guests on

the day cannot be guaranteed and entry may be refused once capacity is reached. It is advisable to mention this to guests who may wish for siblings to jump alongside party guests so they can prebook sessions to avoid disappointment on the day.

- We are not responsible for guests belongings and have lockers available for the safe storage of any valuables.

Cancellation Policy

All cancellations must be authorised by management and we must be notified at least 2 weeks prior to the party date. The 50% deposit payment is non refundable.

Thank you for taking the time to read this document. Should you have any queries please call 01204 357 700 or email info@airvault.co.uk