EXCLUSIVE Party Booking Terms & Conditi

Please read this document carefully and speak to a mem
of the team if you have any queries.

- Exclusive package includes trampoline and inflatable access, with food and grip socks for up to 30 guests
- Additional guests can be added at extra cost. Up to a maximum of 75 guests.
- Numbers must include the birthday child
- 5 complimentary free adult places are also included.
- Throughout your party booking, your guests will have exclusive access to the activity areas. Please note that, depending on the specific timings of your event, other guests maybe be using different areas of the venue. If you would like further information about this please speak with the party manager who will talk you through the arrangements.
- 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 to allow sufficient planning for your event.
- Invites can be collected from reception after a deposit has been paid or you can request to be emailed a print at home version.
- A £100 non refundable deposit is required at time of booking to confirm your party. With the outstanding balance due 2 weeks before the party.
- No parties are reserved without a deposit payment. If the deposit is not paid the party will be cancelled and the slot released for sale.
- 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.
- Exclusive parties include 1 hour jump session. Allowing access to all areas of the trampolines and inflatables. Parties can be extended subject to availability, please speak to a member of the management team for details on extension options and rates.

- 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.
- 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 rooms are available for half an hour immediately following your activity session. It maybe possible to access the room earlier but this is not guaranteed. Party room hire can be extended for an additional cost, subject to availability. Please speak to member of the team for extension options and rates.
- If you have added the UV package your UV party room will be decorated with UV-themed decorations and tableware, including glowsticks and UV balloons. If you would prefer not to have these items included, please notify us before the party so we can prepare your room accordingly.
- Where the UV package is added all children attending will be offered UV face paint during their jump session. It is the party organiser's responsibility to check with the parents or guardians of all attending children that they are happy for their child to participate in UV face painting. Please inform Airvault of any concerns or objections before the party date so that we can make the necessary arrangements.
- 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.
- Party Hosts will assist within the party room, offering children food and drinks, organising the cake and singing happy birthday. Please discuss directly with your host if you have any special requests.

- 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 exclusive events under 4's are permitted access to the activity areas.
- Any children aged 4 or under must be accompanied on the arena by an adult (over the age of 18years) at a ratio of 1 adult for every 2 children.
- 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.
- We are not responsible for guests belongings and have lockers available for the safe storage of any valuables. Reception will take charge of cakes, decorations and party bags whilst waiting to prepare your party room no presents or valuables should be left at reception.
- Party rooms are not locked nor staffed continuously so care should be taken as to what is left in rooms.

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