

# Jitterbugs Play Cafe Party Terms & Conditions

**Please note these terms are valid for all parties at Jitterbugs Play Cafe, including Gymboree Parties. Please make sure your party guests are aware of any of these terms that may affect them.**

## Deposit

Please note that parties are not confirmed until payment of a non-refundable deposit is received. Deposits are taken by credit card, cheque or cash. We accept all major credit cards except American Express.

Deposits are as follows:

Jitterbugs Standard Party Package (up to 15 children)	£25.00
Jitterbugs Standard Party Package (15 children and over)	£50.00
Jitterbugs Exclusive Party Package	£50.00
Gymboree Party – hosted at Jitterbugs Play Cafe	£50.00 (Payable directly to Gymboree)

Through payment of this deposit you are deemed to have accepted our Party Terms & Conditions. We reserve the right prior to this stage to decline any request by you for a Party.

The balance must be settled on the day of the party by cash, cheque or credit card.

## Provisional booking requirements

The following information must be provided at time of paying deposit:

Provisional number of children and age range  
Provisional number of adults  
Special dietary requirements (e.g. vegetarian, dairy free etc)  
Contact name and telephone number for party organiser

## Cancellation or postponement

Parties cancelled 14 days or less before the scheduled date will forfeit the deposit paid. Cancellations must be made in writing or via email and Jitterbugs Play Cafe must have acknowledged the cancellation for it to be valid. We will make every effort to accommodate postponements, but otherwise the cancellation terms apply.

## Your Party Guests

Please phone in or email the final number of children and adults that will attend the party 2 days before the party date. This will be the minimum number you will be charged for. Jitterbugs Play Cafe is not responsible for last minute guest cancellations and no-shows.

Please note if the number of guests (adult or children) has increased by more than 20% from the provisional number provided, although we will make every effort, we cannot guarantee that we will be able to accommodate the additional people. Any additional guests will be charged on a pro-rata basis.

A minimum of 8 children per party is required unless by prior agreement with Jitterbugs Management.

It is your responsibility to inform Jitterbugs Play Cafe of any food allergies or other important facts concerning all the children attending your party.

## Time of your Party & Party venue

Please arrive 10 minutes before your party is due to start. All parties last 2 hours and the time and date of your party is indicated on your receipt or confirmation email. Should you arrive late we cannot guarantee that your party can be extended.

Although every effort will be made to accommodate specific seating requirements (e.g. near the play area), except for exclusive parties we cannot guarantee where in the cafe you will be seated. This will be determined on a first come first served basis.

Leaving your tables promptly will enable us to ensure that all parties start on time. Your help and co-operation is much appreciated.

### **Party Host(s)**

At least one Party Host will assist you during the two hours of your party. Your Host is there to help ensure the party, play time and meal run smoothly - please ask if you have any additional needs. Please note that your Party Host is not a professional entertainer. All party activities offered by Jitterbugs will be managed by your Party Host(s).

### **Entertainers**

Jitterbugs Play Cafe is happy to recommend or arrange additional entertainment for any exclusive party. If you wish to bring an entertainer of your own it must be pre-agreed with us and the entertainer must supply proof of valid Public Indemnity Insurance and a Criminal Record Bureau check one week prior to the party.

### **Party Bags**

Party bags are included in some Jitterbugs Play Cafe party packages. Jitterbugs party bags are age-appropriate and vary from party to party. If Party Bags are not included for your party they can be purchased from us. Bags are given to your guests as they leave Jitterbugs Play Cafe. You are welcome to bring your own party bags however Jitterbugs Play Cafe is not liable for damage or bodily injury directly or indirectly caused by the contents of party bags you offer to your guests.

### **Balloons**

Non-helium balloons can be provided on request. You are welcome to bring your own helium balloons; these must be weighted securely or tied to chairs etc.

### **Food and non-alcoholic drinks for adults**

Food and non-alcoholic drinks may not be brought into Jitterbugs Play Cafe by customers. The only exception is a birthday cake. We can provide a full buffet and drinks for adults.

### **Alcohol policy**

Jitterbugs Play Cafe does not have a license to sell alcohol. You are welcome to bring alcohol by prior arrangement. Corkage charges apply and all alcohol will be served by the glass from the main serving counter. Jitterbugs Play Cafe is not liable for damage or bodily injury directly or indirectly caused by or, arising from or which can be attributed to the consumption of alcohol by any persons using the play equipment.

### **For the health & safety of our customers:**

No party poppers or sparklers are allowed on the premises. Only "ribbon pull" piñatas without confetti are allowed, please check contents prior to your party.



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