

THE X PARTY IS BOOKED: WHAT'S NEXT?



2 days before the party: You will get a call from us for the remaining balance of the players coming. If you would like to pay before this, please don't hesitate to call us. Once payment is made, we will need the food choices for your players. We have created an easy-to-use form on our website that will help you. We do NOT accept phone or email food orders. A link to this form will have been sent with this information. This must be completed by the evening before the party. Once the child has decided what they want to eat they will not be able to change their minds. The Completed form also acts as our Fire Register for the party, so it's really important you only put the players that are coming onto the form.

On the day of the party: Please arrive no earlier than 10 minutes before your booking time as the changeover times are our hardest parts of the day.

Upon arrival: Please report to reception where you will be greeted, and shown to your assigned table. We do not allow any decorations or party poppers or confetti, but if you want a balloon, it must be taken away with you after the party. We will only provide you with the plates the food is on and the cups for the squash. We will not provide any napkins, but we know spillages happen so if you need some kitchen roll, please ask at reception. The table is assigned you and your party for the two hours of the party. We ask that it is vacated after this period quickly as we will probably have the next group coming in and they will need to use them.

Once all you players are all present, we will get them into their safety briefing. Timings for the rest of the party are;

- Game 1
- Rest Break
- Game 2
- Food
- Birthday Cake (if want to do it)
- Game 3

At the end of the second game the food order will be delivered to your table. The Staff member will leave it there so you can distribute the food out to the players. We ask that you return the trolley to reception once the food is handed out.

If you want to cut the cake during the third game, we are happy to provide a knife to cut it. We would ask you do not bring one with you as accidents do happen.

During the third game if you have any incidentals on a tab, we ask that you come to reception to settle that up.

If you want us to provide you with Party bags, please let us know beforehand so we can have them made up ready for you, this will be put on your tab and must be paid for before leaving site.

Lastly: An email will be sent to you after your party for feedback. We appreciate your reviews and use feedback constructively, staff always like a mention too!

**Thank you for booking your party with us and
we look forward to welcoming you.**

