BIRTHDAY PARTY TERMS AND CONDITIONS

1.0 Administration

1.1 Terms and conditions are signed upon booking, and can be found on the centre web page.

1.2 A confirmation email will be sent to you with all details within 72 hours of booking.

1.3 Minimum payment for party room 1, 2, 4, 5, 6 and 7 is 10. Minimum payment for party room 3 is 20. Full payment including additional guests must be made 7 days before the party date.

1.4 The menu survey will be sent out approximately 10 days before the party date.

1.5 Once the menu Survey has been submitted no additional children can be added to your party.

1.6 Failure to complete the food survey by the Sunday before the party date will result in generic food options being provided.

1.7 Additional guests are non refundable.

2.0 General Party Rules

2.1 All customers should adhere to the Sports Village rules, which are displayed through the premises.

2.2 Please arrive 15 minutes before your party starts to ensure all guests have arrived before the start time.

2.3 A birthday party host will be provided to greet your party and ensure health and safety is adhered to throughout the party.

2.4 The party activity will last 1 hour, and 45 minutes for food in a party room. After the activity has finished prompt exit will be required to allow full sanitisation of the party room for the next party.

2.5 Please ensure all attendees are aware of the times of booking, we regret that we will be unable to alter times or provide extensions to your booking on the day.

2.6 The hirer will need to ensure that they have the contact details of all of the parents/guardians of the children in attendance for use in the event of an emergency.

2.7 GLL cannot accept liability for the loss, damage, or theft of any items. Please take care not to leave belongings behind or unattended, and please do not bring valuables to the centre.

2.8 Use of cameras and video equipment specifically within the party area and used by parents/guardians of children attending the party is permitted with the permission of the Duty Manager on duty.

2.9 For catered birthday parties - only food purchased at Sutton Sports Village will be permitted to be eaten at the birthday party except from a birthday cake.

2.10 Self-catered parties – Please note our café sadly does not have the capacity to cater for parties due to our commitments to our own catered parties. All self-catered parties will have to organise their own catering arrangements. We do ask that you refrain from bringing nuts into the centre due to allergies.

2.11 Alcohol is not to be consumed within children's birthday party or the centre.

3.0 Cancellations

3.1 All party cancellations need to be made in writing to suttonsportsvillage@gll.org

3.2 Parties cancelled with a minimum of 4 weeks notice will be entitled to a full refund.

3.3 Parties cancelled between 2 - 4 weeks notice will be subjected to an administration fee and will be entitled to a 50 % refund.

3.4 Parties cancelled with less than 2 weeks notice will not be entitled to a refund unless in cases of sickness in which case written proof from hospital is required.

3.4 In cases of the party child or immediate family being unwell on the day of the party we will reschedule the party for you at no extra cost.

*Trampoline Party
Ratios:

18 Months – Up to 5 years (2 Children – 1 Adult Ratio in the Trampoline Park)

5 years – Up to 8yrs (10 Children – 1 Adult Ratio in the Trampoline Park)

Over 8s – (No adult needed in the Trampoline Park)

Adults who are attending to fill ratios will be provided free entry but will need to purchase better grips socks.

Parents who wish to accompany a child may do so on the basis that they do not enter the trampoline park. Instead they must take a seat in our café or viewing gallery unless they have purchased a ticket to one of our sessions

People who book a Trampoline party will not be permitted access to our play park as these are two complete separate areas.

Full Name and Sign:

Childs Name:

Date of Party:

Type of Party:

Time of Party:

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