

Frequently asked questions about parties



1. How will my party be structured?

You will be greeted in reception by your party host. They will direct you to the table that has been reserved for your party. Your table will have a coloured balloon; this will be the colour of your party. Also at the table will be three large tubs the same colour. One is for the children's shoes, one for their coats and the third for you to store presents in, which have been brought for the birthday child. We ask that the presents are taken to your car, as soon as all of the guests have arrived and the large tub is returned to the party host.

Your party host will wait in reception to greet all your guests and direct them to your party table. The children will be given a sticker, stating whose party they are attending. These stickers will also correspond to the colour of your party. On the party table will be three jugs, two containing blackcurrant and orange squashes and one containing water. Cups will be provided for the children.

Once the children have played for 75 minutes, an announcement will be made for them to return to their party table. All the children will put on their shoes, before being led by the party host upstairs to their allocated party room. Please note there are no toilets upstairs, so please let your party host know should you wish for them to be called out a few minutes earlier, in order that they can use the toilets.

After eating, it will be time for the cake presentation and for the singing of 'Happy Birthday'. Whilst the cake is being cut and added to the party bags, the children can enjoy their ice cream dessert. Please note that the **birthday cake cannot be eaten during the party** by either the children or the adults, it must be taken home.

Once the children have put on their coats, they will be given their balloon and party bag (if applicable). They will then be led downstairs, to be collected from reception. They cannot go back into the Play Centre. It is important that the party parent leads them downstairs, to ensure they leave with their parents. Any parents that remain in the Play Centre during the party **must collect their child from reception.**

Please note that the structure of the party and the layout of the party rooms upstairs, do not allow for any party games such as pass the parcel.

2. How long does my party last?

Your party will last for two hours. 75 minutes downstairs in the main Play Centre, with 45 minutes upstairs in a private party room. It is important that your party runs on time, to prevent disruption to other parties. You then have 45 minutes upstairs in a private party room.

3. How many adults can stay with my party?

We do not have a restriction on the number of adults who stay with the party. However, you need to have enough responsible adults to supervise the children at your party. The party host is not responsible for this. Please also bear in mind that only two party tables will be reserved for you in the main Play Centre and that upstairs in the party room space is limited.

We waiver the fee for any adult accompanying a party child, but this does not guarantee seating for them. They will be expected to sit on or stand near the party table reserved for you. If you are going to have a large number of adults staying at your party, you do have the option of buying an extra table. A further table for 4 adults costs £10. This must be done on or before the final payment being made. **It cannot be done on the day.** Any sibling of a party guest will be charged normal admission rates. Paying for a sibling does not provide seating for the parent of the party guest. If they wish to have a table they will need to make this clear in reception on entrance and pay the normal £1.75 adult fee which is waived. All adults that go upstairs to the party room must be able to fit into the room. We cannot allow adults standing in the corridor, due to the obstruction this may cause to other parties and to staff who will be delivering party food. Any adults that are not accompanying a party guest will be charged for at normal admission prices.

4. What drinks are included?

If you have opted for the Be Friend a Bear/Silver/Laser+ packages, you are entitled to four free standard hot drinks (filter coffee or tea only). These can be obtained from the Food Counter on your arrival, using the four yellow tokens that your party host will give you. Or your party host will bring them to the table once all of your guests have arrived and the shoes and presents have been taken away. Jugs of squash will be on the table for the children.

5. What time should I arrive for my party?

You may arrive for your party **10 minutes prior** to the start time, please **do not arrive any earlier than this.** This will give you time to speak to your party host and hand over the birthday cake, before your guests arrive. Please note that your party host will not be available to help you before this time. Guests must not arrive until the start time of the party and if they arrive early they will not be admitted until the start time of the party.

6. What about party bags?

Party bags are included in the Silver and Laser+ packages only. Whilst you can choose a different bag for the boys and one for the girls, all the boys must have the same bag and all the girls must have the same bag. If you have guests under the age of 3, we have separate toddler bags available, in addition to the girls and boys bags. Picking your party bags is done at the final payments stage.

7. What do I need to bring?

The only items we require from you are your child's birthday cake, candles and napkins to wrap the birthday cake in. **Please note that we ONLY allow 'standard' birthday candles to be used. We do not allow relightable, sparklers, Happy Birthday candles or an excessive number of candles** as these set off our fire alarm. Please note that additional balloons are only allowed upstairs in the party rooms and cannot be taken into the Play Centre. Please also note that you cannot take any of your own food into the main warehouse. If you have opted for the 'Bronze' or 'Toddler' packages, you may wish to bring your own party bags. Your party host will happily put these in the party room on your arrival.

8. What if some of my party guests don't turn up on the day?

You must confirm your guest numbers and make your final payment at least seven days before the party. If any child is unable to attend on the day, then unfortunately we are unable to make a refund. You may substitute a guest; this can be confirmed on your arrival.

9. Which party room will my party be in?

Our three party rooms are all decorated in the same way. You will be allocated one of these. We are unable to inform you of your room prior to the day of your party.

10. Will my party host serve the children their food?

Your party host is there to assist you with the smooth running of your party. They will help serve food to the children, but it is expected that you will also be fully involved with this. The party host is unable to do all the serving, especially with bigger parties.

11. Where do the children get picked up by their parents?

At the end of the party the children will be led back down to reception, this is where parents will need to pick them up. It is your responsibility that each child is picked up by the correct carer. Please remember the children are **not allowed back in the Play Centre.** All parents/carers in the Play Centre will need to collect their child from reception. If they wish to remain onsite, so their child may play further, they will need to pay the normal entrance fees at reception.

12. Does the party host cut the birthday cake?

Our party host will normally allow you to cut your own cake. This is to ensure that the correct amount is given to your guests. The party host will provide a knife for your use.

13. What about siblings of party guests?

Siblings are welcome to stay and play, but normal admission prices will be charged at reception. This is confirmed on the invitations. However, please note that **ONLY** the party guests will be allowed upstairs. Other than small babies-in-arms, siblings and their parents will need to remain downstairs at all times, collecting their child/party guest from reception at the end of the party. Please note that **siblings of party guests are UNABLE to attend a laser party.** When we close at 5.30pm all siblings will need to either wait in reception for the party to come down or leave the centre if it is a laser party.

14. When do I have to make the final payment?

The final payment and the guest list are due **at least seven days** before the party. The final payment will be calculated using the actual guest list. All party details are final and cannot be subject to change from this point on. The guest list can be emailed to us at info@treasurechestsoftplay.co.uk. Please ensure you indicate which are boys and which are girls. We will then telephone you to take the payment, by credit card over the phone. Alternatively, you can call into the centre and finalise the booking in person. Please note that the party child counts as a guest, as do any siblings of the party child. Any sibling of the party child that is not on the guest list will be charged normal admission rates.

15. What if a party guest is over the age of 11?

Unfortunately, the maximum age for a child to go into the Play Frame is 11 years old. This age limit is the same for parties, so please do not invite any child that is over 11 years old. Any child accompanying a party guest that is over 11 years old will have to remain at the table. Parents will be required to sign a declaration, confirming the child will not enter the Play Frame.

16. Laser Parties

The laser party is the last party of each day and runs from 4.45pm to 6.45pm. The structure of this party is slightly different to our standard packages. When you arrive you have 40 minutes in the play frame before you go upstairs for your party food. At 6pm the party comes downstairs to an empty centre and the main lights off. They have a short briefing on the rules and how to hold the phasers, before the games commence. They will play at least 3 games, two are solo games and one is a team game. During the laser part of the party, you will have exclusive use of the centre. **Please note that siblings of party guests are not able to attend this party as the centre is closed to the public for the second half of the party.** Under no circumstance, can siblings/non guest be in the play frame during the laser games. All other aspects of the party are the same as the other packages. Party bags are included in the Laser+ package.