



Party Terms & Conditions

These Terms & Conditions are valid for all parties at Magic Castle, including Exclusive Parties. They set out the basic legal Terms & Conditions between us ("Magic Castle") and you ("the Hirer"). Please make sure that your party guests are aware of any of the Terms & Conditions that may apply to them.

Deposit & Payment

Please note that parties will not be confirmed until payment of a non-refundable deposit has been received. Deposits can be taken in cash or by credit card. We accept all major credit cards except American Express.

Deposits are as follows:

- Standard Party Package (minimum 8 children) - 30%
- Exclusive Party Package (minimum of 25 children) – 30%

Through payment of this deposit you will be deemed to have accepted these Terms & Conditions. We reserve the right, prior to receiving the deposit, to decline any request by you for a party.

The balance must be settled 28 days prior to date of the party. If the balance payment remains outstanding 14 days prior to the date of the party we reserve the right to cancel the party without notice. If the period between the date of booking and date of the party is less than 28 days, the total cost of your party must be paid at the time of booking.

Provisional Booking Requirements

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

- Provisional number of children and age range, and estimated number of accompanying adults.
- Provisional food order, special dietary requirements, food intolerances, and allergies (e.g. vegetarian, dairy free etc).
- Your contact name and telephone number.

Cancellation or Postponement

Where a party is cancelled more than 14 days prior to the scheduled date of the party, you will forfeit the deposit, and if the party is cancelled within 14 days of the scheduled date of the party you will forfeit all monies paid. Cancellations must be made in writing or via e-mail and we must have acknowledged the cancellation for it to be valid. We will make every effort to accommodate postponements, but otherwise these cancellation terms will apply.

Party Guests

Please phone in or e-mail the final number of guests (children and adults) that will attend the party 14 days prior to the scheduled party date. This will be the minimum number for which you will be charged.

We cannot be held responsible for last minute guest cancellations and no-shows. Please also note that if the number of party guests (adults and children) increases by more than 20% from the provisional number confirmed, we will make every effort, but cannot guarantee that it will be able to provide food to cater for these additional guests. All additional guests will be charged on a pro-rata basis.

It is your responsibility to inform Magic Castle of any food allergies or other important facts concerning all the guests attending the party. It is also your responsibility to ensure that a responsible adult closely monitors all party guests with food intolerances and/or allergies when food is being served. We will not be held liable for any health issues that are directly or indirectly caused by, or arising from, or which can be attributed to any failure to supervise a party guest with food intolerances or allergies.

Our chef can cater for special food requirements including Halal, Kosher, special dietary requirements or unique menu items by prior arrangement. All special food orders must be confirmed in writing or by e-mail and paid for in full when booking and are non-refundable.

Party Time & Duration

The time and date of your party will be indicated on your receipt or confirmation e-mail. Both standard and exclusive parties are 2 hours in duration, and comprise a 90-minute period of play, followed by 30-minutes for food to be served. If you have a birthday cake, it will be brought out towards the end of your party in order that the birthday boy/girl can blow out their candles and the guests can sing Happy Birthday.

It is not possible to serve the birthday cake to the guests during the party unless by prior arrangement. However, the birthday cake will be divided up and included in your party bags in order that each of your guests can take a slice home. Please ensure that the cake is of an appropriate size for the number of guests attending your party, and for the reasons stated above we would suggest that you do not purchase a cake that comprises fresh cream or ice cream.

In order that delays are not caused to subsequent party bookings, all parties must start promptly. Guests will be permitted access to Magic Castle no more than 10 minutes prior to the time that your party is due to start. Should your guests arrive late we cannot guarantee that your party can be extended. To ensure exclusivity the doors to Magic Castle will be set to prevent public access 15-minutes after the beginning of each exclusive party.

Leaving your tables promptly will enable us to ensure that subsequent parties start on time. However, we know that some guests just don't want the fun to stop. Therefore, guests of standard parties can purchase a discounted entry from the reception desk at the end of the party, however please note that guests must vacate the party area in order that it can be cleaned and prepared for the next party. For exclusive parties the hirer can extend the party for an additional fee of £75.00 per hour.

A £75 charge will be levied if all Party Guests have not vacated Magic Castle within 30 minutes of the scheduled finish of the party.

Party Host(s)

At least one Party Host will assist you during your party. Your Party Host(s) will be there to welcome your guests and to ensure that the party, playtime and meal run smoothly. Your Party Host (s) will manage all party activities offered by Magic Castle, but please note that your Party Host is not a professional entertainer. Please let us know in advance if you have any special requests that would make your child's party that little bit extra special - our team has even been known to dress up as popular TV and Movie characters ...

Entertainers

Entertainers can only be permitted during exclusive parties. The entertainer must be pre-agreed with us and must supply proof of valid Public Indemnity Insurance and a Criminal Record Bureau check at least one week prior to the date of the party.

Party Bags

Our party bags are age-appropriate and the contents can be selected from a unique range of gift products. Party bags are not included in the cost of your party, but they can be purchased from Magic Castle and must be ordered a minimum of 2 days in advance of the party. Bags will be handed to your guests as they leave Magic Castle.

Balloons

Helium and non-helium balloons can be provided upon request. You are welcome to bring your own helium balloons, but these must be weighted and anchored securely.

Food and Drink for Adults

With the exception of the birthday cake, guests may not bring food and drink into Magic Castle. Magic Castle can provide a full buffet and drinks for adults upon request, or a tab can be arranged at the beginning of your party so that your adult guests can order food and drink from our cafe. Adult food for exclusive parties must be pre-ordered, although a range of hot and cold beverages and snack food will be available for the duration of the party.

Alcohol Policy

Magic Castle does not presently have a licence to sell alcohol, but you are welcome to serve alcohol at your party by prior arrangement. Our policy is that alcohol can only be served to the adult guests at exclusive parties and a corkage charge of £1 per bottle/can of beer, £2 per bottle of wine, and £1 per drink comprising spirits will apply. All alcohol must be served by the glass from the main serving counter.

Any adult that has consumed alcohol may not enter the play frame and Magic Castle will not be liable for damage or bodily injury directly or indirectly caused by, or arising from, or that can be attributed to, the consumption of alcohol by any persons using the play equipment.

Conduct & Use of Facilities

The Party Host(s) will not be responsible for the supervision and behavior of guests and adequate levels of adult supervision are required at all times. We recommend that each adult is responsible for the supervision of no more than 5 guests. Unless due to negligence or breach of statutory duty, Magic Castle will not be liable for damage or bodily injury directly, or indirectly caused by, or arising from, or which can be attributed to any failure to supervise guests or through the misuse of equipment.

You agree to ensure that the party is conducted in an orderly fashion and in full compliance with Health & Safety Policy and Rules of Play of Magic Castle as posted prominently around the facility. Furthermore, you will ensure that Party Guests do not cause nuisance to other guests of Magic Castle, and understand that we may, at our absolute discretion, immediately eject any guest from the facility that causes any nuisance or breach of our Health & Safety Policy or Rules of Play.

Damage to Equipment & Facilities

In the event of any damage occurring to furniture, equipment or facilities, we reserve the right to render you liable for any replacement and/or repair. You, and your guests, may not affix, suspend, adhere, hang or otherwise any items on the furniture, equipment, or facilities without the prior consent of Magic Castle.

You may not use your own or rented electrical equipment in Magic Castle without providing prior evidence of recent PAT testing. This includes the electrical equipment of any Entertainer's that you may use, or that belongs to any of your Party Guests.

Photography

Photography includes photographic prints, video, film and digital imaging. Photography of children is subject to the Data Protection Act 1998 regarding the rights of individuals to have information of a personal nature treated in an appropriate manner and the Human Rights Act 1998, protecting the privacy of individuals and families. As well as these statutory rights, restrictions on photography arise from issues of child protection.

At Magic Castle we take all issues regarding a child's security and wellbeing very seriously. We recognize that parental photography traditionally forms an enduring part of each family's record of their child's progress, and your desire to capture your child's Party for posterity. However, you and your guests should not take photographs of any child without prior parental authority including photographs where another child may be captured in the background. Furthermore, we respectfully request that all photographs taken during your Party are strictly used solely as a private family record and that you do not upload to, or publish, such photographs on social media websites. Where we believe that you or a guest are not adhering to our policy regarding photography, you or the guest will be requested to immediately cease and desist. Failure to immediately comply with our reasonable request will result in the immediate ejection of you or your guest from Magic Castle.

For the Health & Safety of Guests:

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