

T&C's – Bookings

All booking enquiries must be directed to the N20 Kids Club Reception on info@n20kidsclub.com. Customers can enquire and provisionally book any available date without payment. Please note the booking is not secured until deposit is paid.

N20 KidsClub WILL NOT contact provisional bookings if someone else secures the same slot. It is the customer's responsibility to secure the slot by paying a deposit as soon as possible.

Deposits can be paid by bank transfer or in person by cash or card. N20 Kids Club DO NOT ACCEPT AMEX. A slot will only be secured once a deposit has been paid.

Standard and Flower Wall Party Bookings

This type of booking means that N20 Kids Club is open to the public. Therefore, members of the public will also be using the soft play. It is highly likely a Standard and a Flower wall party will be going on at the same time. We are highly organised at hosting two parties at the same time in separate areas.

To secure a slot, a £100 deposit is required.

The limit for each party is as follows: Standard: 15-30 kids, Flower Wall: 12-20 kids. A maximum of 30 adults is allowed per party.

Rent a Space Bookings

This type of booking means only seating for children is reserved in the main area. Adult seating is not reserved. This booking is also open to the public.

Bringing your own food to this booking will mean you need to pay a £50 charge and for drinks an additional £50 charge.

To secure a slot, a £50 deposit is required. The limit for this booking is 10 children. Each child can bring one adult with them.

VIP Party Bookings

This type of booking means that N20 Kids Club is closed to the public. Therefore, party time can only be held from 4pm onwards.

To secure a VIP party booking, a £250 deposit is required. A venue fee of £300 will be charged. The limit for a VIP party is 25-70 kids.

Themes

N20 Kids Club provides themed parties for an extra £5 per child. The Minimum requirement for a themed party is as follows: Standard party: 15 kids, Flower wall: 12 kids, VIP: 25 kids.

All themed parties will include balloons, napkins, plates, table covers and cups. Themes are **NOT REFUNDABLE**.

Cancellations / Refunds

N20KidsClub operates a strictly no refund on deposit policy.

In case of cancellations, you may only change the date of the party as long as you give at least a week notice.

Any parties cancelled with less than a week notice will not receive a refund on deposits or be able to change dates.

General

N20KidsClub reserve the right to deny admission, or to require a person already admitted to leave, **WITHOUT REFUND** for any unsafe, illegal or offensive behaviour.

You shall be liable for any damage to the premises caused directly or indirectly with your party booking.

N20KidsClub **CANNOT** store any of your food, drinks or cakes in our fridges. Any food or drink bottles left in our centre after a party will be thrown away.

We charge a £50 Fee for bringing your own food **OR** drinks (If you wish to bring both, the fee will be £100) Should you pay the £50 to bring your own food N20KidsClub **CANNOT** cook this for you.
Alcoholic drinks and smoking are not allowed on the premises.