

## T&C's – Bookings

### Provisional Bookings

- All booking enquiries must be directed to the N20 KidsClub Reception on **0208 445 8889** or **info@n20kidsclub.com**
- Customers can enquire and provisionally book any available date without payment.
- 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.
- A slot will only be secured once a deposit has been paid.

### Standard Party Bookings

This type of booking means that N20 KidsClub is open to the public. Therefore members of the public will also be using the soft play.

- To secure a slot as a standard party, a **£100** deposit is required.
- Deposits can be paid by card over the phone or in person by cash or card.
- N20 KidsClub **DO NOT ACCEPT AMEX.**
- Additional fee of **£50** if you want to bring your own food / drinks.
- No alcoholic drinks are allowed on the premises.

### VIP Party Bookings

This type of booking means that N20 KidsClub is closed to the public. Therefore party time is usually held from 4pm – 6pm.

- To secure a slot as a VIP party, a **£250** deposit is required.
- A venue fee of **£250** will also be charged.
- Deposits can be paid by card over the phone or in person by cash or card.
- N20 KidsClub **DO NOT ACCEPT AMEX.**
- Additional fee of **£50** if you want to bring your own food / drinks.
- No alcoholic drinks are allowed on the premises.

### Additional Services (Themes)

- N20 KidsClub provides themed parties for an extra **£3 per child.**
- All themed parties will include **balloons, napkins, plates, table covers and cups.**
- If you require this service N20 KidsClub must be told 2 weeks minimum prior to the booking.
- Any theme exchanges/cancellations less than 2 weeks prior to booking **CAN NOT** be made and you will **NOT** be refunded.

### **Cancellations / Refunds**

- N20 KidsClub operates a **3 month** cancellation policy. Any cancellations less than 3 months prior to booking will **NOT** be refunded.

### **General**

- N20 KidsClub 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.
- N20 KidsClub **CANNOT** store any of your food, drinks or cakes in our fridges. Any food left in our centre after a party will be thrown away.
- Should you pay the £50 to bring your own food N20 KidsClub **CANNOT** cook this for you.