

Leaping Lizards Play Centre

Children's Party Terms & Conditions

To help us provide a safe, enjoyable and smooth experience for all our customers, please read the following terms and conditions carefully before booking your party.

1. Booking & Deposit

A non-refundable deposit of £50 is required to secure your party booking.

We are happy to hold your requested date and time for up to 48 hours. If the deposit has not been received within this period, we reserve the right to release the booking slot and make it available to other customers.

Your booking is only confirmed once the deposit has been received.

2. Final Balance

The remaining balance must be paid in full at least 4 days before the party date. If the final balance is not received by this deadline, we reserve the right to cancel the booking and the deposit will not be refunded.

3. Final Guest Numbers & Dietary Requirements

Final guest numbers and all dietary requirements or food allergies must be provided no later than 4 days before the party.

We will always do our best to accommodate dietary requirements, but requests or changes made on the day of the party may not be possible.

4. Arrival & Party Start Time

The birthday child and the party organiser may arrive up to 5 minutes before the scheduled party start time to allow for a smooth check-in. Unfortunately, other party guests will not be permitted to enter before the scheduled start time.

This is because our team needs time to clean, prepare and reset the party area following the previous booking. Please ensure that your guests arrive at the agreed party start time.

5. Party Duration & Departure

Your party must start and finish within the allocated booking time. Please do not arrive early or remain in the party area after your allocated end time, as our team requires sufficient time to clean and prepare the venue for the next booking.

At the end of your party, we kindly ask that all guests leave promptly. Where a party runs beyond its allocated time, additional charges may apply at the discretion of Leaping Lizards Play Centre.

6. Cancellations, Rescheduling & Changes

The £50 deposit is non-refundable. If you need to cancel or reschedule your party, please contact us as soon as possible.

Requests to change the date or time of a party may be considered at our discretion and are subject to availability. A date change is not guaranteed and may be subject to additional charges where applicable.

Any changes to party arrangements, including numbers or catering requirements, must be agreed with Leaping Lizards Play Centre in advance.

7. Supervision & Responsibility

Children remain the responsibility of their parent, guardian or accompanying responsible adult throughout their visit. Children must be supervised by a responsible adult at all times, including while using the soft play equipment.

Parents and guardians are responsible for ensuring that children follow the venue's safety rules and any instructions given by Leaping Lizards Play Centre staff.

Leaping Lizards Play Centre cannot accept responsibility for accidents or injuries resulting from misuse of equipment, failure to follow safety instructions, or inadequate supervision.

8. Safe & Appropriate Behaviour

All guests are expected to behave appropriately and respectfully towards other customers, children, staff, equipment and the venue.

We reserve the right to ask any guest to leave the premises if their behaviour is considered unsafe, aggressive, disruptive, abusive or inappropriate. No refund or compensation will be provided where a guest is asked to leave due to inappropriate or unsafe behaviour.

9. Food Allergies & Dietary Requirements

We take food allergies and dietary requirements seriously and will make reasonable efforts to accommodate information provided to us in advance. However, our kitchen and food preparation areas handle a variety of ingredients and allergens. We cannot guarantee that any food or the venue is completely allergen-free.

Parents and guardians remain responsible for informing us of any relevant allergies or dietary requirements before the party. If a child has a severe or life-threatening allergy, please speak to a member of our team before booking so that we can discuss what arrangements may be possible.

10. Outside Food & Drink

Only food and drink purchased from Leaping Lizards Play Centre may be consumed on the premises unless prior permission has been given. Birthday cakes may be brought into the venue with prior agreement. Any outside food must be disclosed to and approved by Leaping Lizards Play Centre in advance.

11. Damage & Loss

The party organiser is responsible for any damage caused by themselves or their guests to the venue, furniture, equipment or other property where the damage results from unreasonable, intentional or negligent behaviour. We reserve the right to charge the organiser for the reasonable cost of repairing or replacing damaged property.

Leaping Lizards Play Centre cannot accept responsibility for lost, stolen or damaged personal belongings. Guests are responsible for keeping their own belongings safe while visiting the venue.

12. Decorations & Party Items

You are welcome to bring your own decorations, subject to prior approval by Leaping Lizards Play Centre. For safety and to protect the venue, the following are not permitted unless specifically agreed in advance:

- Confetti, glitter or similar loose materials
- Items that may damage walls, floors, furniture or equipment
- Strong adhesives, pins, nails or staples
- Decorations that create a trip or safety hazard
- Sparkler candles
- Loose balloons (balloon stacks and table balloons are permitted; loose balloons, when popped, become a choking hazard)

Please speak to a member of our team if you are unsure whether a decoration is suitable.

13. Photography & Video

Guests are welcome to take photographs and videos for personal use, provided that this does not interfere with other customers, staff or the safe operation of the venue. Please respect the privacy of other children and families.

Before sharing photographs or videos publicly or on social media, you should ensure that you have the appropriate permission from the parents or guardians of any children who are identifiable in the images.

14. Staff Instructions & Venue Rules

All guests must follow the reasonable instructions of Leaping Lizards Play Centre staff and comply with the venue's safety rules.

We reserve the right to refuse access to, or remove from the premises, any person who fails to follow safety instructions or whose conduct may put themselves, other guests or staff at risk.

15. Booking Agreement

By paying the deposit, the party organiser confirms that they have read, understood and agree to these Terms & Conditions.

The party organiser is responsible for ensuring that all parents, guardians and guests attending the party are made aware of any relevant venue rules and requirements.

16. General

Leaping Lizards Play Centre reserves the right to make reasonable changes to these Terms & Conditions where necessary to reflect changes to our services, facilities, safety requirements or legal obligations. Any significant changes affecting an existing booking will be communicated to the party organiser where reasonably possible.

Thank you for helping us keep Leaping Lizards Play Centre safe, enjoyable and welcoming for everyone.