DJ'S PLAY · PLAY, LEARN AND PARTY!

# Terms & Conditions

General, party, safety & exclusive hire terms

PARTY KEY POINTS AT A GLANCE

| £50 | 2 weeks | 10 children | 24 hours | Nut-free |
|---|---|---|---|---|
| Non-refundable deposit at the time of booking | Final balance due before the party date | Minimum, unless otherwise stated | Notice to rearrange a cancelled party | DJ's Play is a nut-free environment |

> By visiting this website you agree that you consent and are bound by the following Terms & Conditions. **Purchasing a ticket is acceptance of our Rules of Play and the Terms & Conditions outlined below.**

## 1 General Terms & Conditions

- No refunds will be given, including unattended bookings, late arrivals and booking errors.
- Session times are fixed start and finish times. Late arrival does not allow additional play time.
- We are unable to offer vouchers or refunds for late arrivals.
- Bookings may be transferred if at least 24 hours notice is given in writing to info@djsplay.co.uk.
- Please arrive no more than 15 minutes before your booking and leave promptly at the end of your session.
- Please order food within the first hour of your play session.
- Prices may differ on the door and entry is not guaranteed without a pre-booking.
- DJ's Play is cashless at all locations.
- Go Karts are available at Hemel Hempstead only and cost £1.50 per ride by card payment.
- Children must meet the required height restrictions.
  - **Green Zone:** Child may ride independently.
  - **Amber Zone:** Child must ride with an adult.
  - **Red Zone:** Child is unfortunately too small to ride.
- Go Karts are available on request and cannot be guaranteed during busy periods.
- A £1 booking fee applies to online bookings.
- Vouchers and postponed bookings remain valid for 12 months.
- All children must be accompanied by an adult aged 18+.
- Adults may not enter the play centre without children.
- Peak pricing applies during weekends, school holidays and bank holidays.
- Off Peak pricing applies Monday–Friday during school term time.

## 2 Party Terms & Conditions

- A £50 non-refundable deposit is required at the time of booking.
- If cancelled with at least 24 hours notice, the party may be rearranged for another date.
- Final balance is due 2 weeks before the party date.
- No refunds are available for non-attending children.
- Minimum 10 children applies unless otherwise stated.
- Make-a-Soft-Toy parties require a minimum of 6 children.
- One adult per child is included.
- Additional adults are charged at £3.50 Off Peak and £4.50 Peak.
- Outside food and drink are not permitted.
- Birthday cakes are only permitted for official DJ's Play parties.
- DJ's Play is a nut-free environment.
- Mascots, entertainers and costumes are not permitted.
- Go Kart tokens are non-refundable.

## 3 Party Booking Procedure

- Two weeks before your party you will receive an email requesting final payment and guest numbers.
- Please advise us of allergies, dietary requirements, Parent Platters and high chair requirements.
- Additional guests and café tabs are payable on the day.
- Party rooms are allocated subject to availability.
- Party rooms are only available for food service and may be used by another party before or after your booking.
- DJ's Play cannot guarantee a specific party room.

## 4 Party Parent Responsibilities

- Arrive no earlier than 15 minutes before the party.
- Ensure children understand and follow the Rules of Play.
- Children should be supervised by responsible adults.
- Keep presents and personal belongings safe.
- Ensure all children wear socks.
- Provide your own birthday cake and candles.
- No sparklers, fountains or firework candles are permitted.
- No wall decorations may be attached to party room walls.
- Ensure all guests leave safely at the end of the party.
- Feedback should be raised with your Party Host or Centre Manager.

## 5 Your Party Host Will

- Reserve tables and greet your guests.
- Provide unlimited squash and water.
- Take food choices where applicable.
- Assist with birthday cake and candles.
- Provide balloons.
- Process outstanding balances and café tabs.
- **Party Hosts do not supervise or entertain children.**

## 6 Party Food Options

### Hot Food Option

£1 extra per child

- Chicken Nuggets
- Fish Fingers
- Quorn Nuggets (Vegan)
- Served with chips, peas and sweetcorn
- Vanilla ice cream for dessert

### Cold Food Option

- Variety of sandwiches
- Crisps
- Carrot & Cucumber Sticks
- Biscuits
- Vanilla ice cream for dessert

Food options may be substituted depending on stock availability. We can cater for most dietary requirements with advance notice.

## 7 Laser Tag Safety Rules

- Participants must follow staff instructions at all times.
- No person under age 5 may participate.
- Age 5 participants must be assisted by an adult.
- No running.
- No physical contact.
- No abusive language.
- Asthmatics should bring inhalers.
- Participants with medical conditions should inform staff before playing.
- DJ's Play accepts no liability for injuries resulting from failure to follow instructions.
- Adults participating must remain in the main play area and follow all Rules of Play.

## EXCLUSIVE HIRE KEY POINTS AT A GLANCE

| £150 | 2 weeks | 6:30–8:30pm | 100 | Over 18 |
|---|---|---|---|---|
| Deposit to secure your booking | Balance due before the party date | Out of hours hire, unless otherwise agreed | Maximum number of party children | Someone over 18 must take charge |

### DEFINITION

1 In these Terms and Conditions, the term 'the user' shall include the person signing and hiring DJ's Play and any person or organisation on whose behalf the booking is made, all of whom shall be jointly and severally liable.

### DEPOSIT & PAYMENT

2 A deposit of £150.00 is required to secure an Exclusive Hire booking.

3 The balance is due no later than 2 weeks before the party date.

4 The deposit of £150.00 will be refunded at the end of the event, upon adherence to the Terms and Conditions and if the party has ended by the time stated. The deposit return is processed within 1 week after the event. In the event of cancellation, the £150.00 booking deposit is non-refundable.

5 No discount codes apply to Exclusive Hire bookings.

### HIRE TIMES

6 Out of hours hire runs from 6:30pm – 8:30pm unless otherwise agreed.

7 In-hours hire is only available on selected sessions.

### SUPERVISION & GUESTS

8 The user must ensure that a competent person over 18 years of age takes charge during the event, and makes themselves known to staff on site.

9 The user agrees that DJ's Play staff are on site to supervise the premises only, not the usual party host customer service of the party packages.

10 The user is responsible for all guests attending the party, including children, and for their proper conduct at the user's function.

11 Maximum capacity is 100 party children.

### SAFETY & CONDUCT

12 No food or drink is allowed on the Play equipment.

13 No throwing or removal of balls from the play area.

14 Socks to be worn at all times while persons playing on the equipment, including children and adults.

15 For safety reasons, the user and any other persons present are prohibited from the kitchen.

16 The user should report all cases of accidents or fire to a member of DJ's staff. DJ's Health and Safety and Fire Policy will be applied.

### FOOD, DRINK & THE VENUE

17 Own food and drink may be brought in. The user will provide own cutlery, jugs, cups, plates, serviettes etc. Use of DJ's Cafe kitchen equipment is not included. No glassware is permitted and none should be used or brought into the building.

18 Clearing up is required. The venue must be left clean and tidy, with all furniture in place and the area (including toilets) at the standard you found upon arrival. All rubbish generated by the party is to be taken away by the user.

19 No nails, screws or sellotape, blue-tack etc. may be driven into the walls and fixtures of DJ's Play.

20 The user is responsible for all damage done at DJ's during the period of use, whosoever may have caused the damage, and cost will be assessed retaining the £150 deposit.

### BELONGINGS & CANCELLATION

21 Please take responsibility for your personal belongings. All vehicles are parked at the owner's risk. DJ's Play is under no liability to insure against loss, theft or damage to vehicles.

22 If a party is cancelled within two weeks (but with at least 24 hours' notice) of the party date, no refund will be given but the party can be arranged for another date convenient to both the user and DJ's Play.

**Please keep this copy for your records.**