

# Party Party

*Where We Believe Parties Should Be Fun Not Experience*

## **Party Booking Policy (applies to both Soft Play & Nerf)**

### **Party Booking**

When making an enquiry for availability, we will not hold the date/time till it has been confirmed that the hirer wishes to book the date/time. On which the date will be held for a maximum of 7 days.

When the hirer confirms the party booking, there is 2 payment options:

- 1) Visit the studio and make payment & pick up invitations.
- 2) Make payment by bank transfer and download invitations via website.

If full payment has not been received within the 7 days, then a member of staff will phone to confirm whether the booking is still required. Only 2 attempts will be made to contact the hirer and messages will be left informing that if the hirer does not contact SESMA to confirm booking with payment, then the booking will be removed and open to other bookings.

If the hirer confirms that the party booking is still required, then the hirer has 2 options:

- 1) Visit the studio and make payment & pick up invitations.
- 2) Make payment by bank transfer and download invitations via website.

In both cases the hirer has 48 hours to pay for the party otherwise the party booking will be removed.

### **Party Cancellation**

If a booking is no longer required before a member of Party Party staff has contacted you or payment has been made, then a courtesy call would be appreciated, as it will allow the date/time to be available to others.

If payment has been made, and you wish to cancel the party, an alternative date will be offered to you. If you are still wishing to cancel and require a refund then the following applies:

- 1) Cancellation with a period greater than 4 weeks to party date/time (full refund)
- 2) Cancellation with a period greater than 2 weeks but less than 4 weeks to party date/time (75% refund)
- 3) Cancellation with a period less than 2 weeks (50% refund)

Refunds will be by bank transfer, no cash alternatives.