

Terms & Conditions for Adventure Playground Parties

Booking

Full payment is required upon booking your party. Cancellation under 4 weeks before the party date will result in no refund being given. Should you have to cancel before this time an admin fee of £15 will be charged to process your refund.

IMPORTANT: YOU WILL NOT BE PERMITTED ON SITE PRIOR TO YOUR BOOKED TIME SLOT. SETTING UP AND CLEARING AWAY IS INCLUDED IN YOUR 2 HOURS. YOU MUST VACATE THE SITE PROMPTLY AT THE END OF YOUR AGREED TIME.

The standard hire fee is £225.00 for a 2 hour session. This includes all of our rope swings and zipline. Please note the large selection of play equipment available during our public sessions are not available for parties (eg. games and crafts etc). Water Play (Paddling Pool & Sprinkler) will not be available unless you have chosen this as an add-on activity package. You are more than welcome to bring any toys, games or water play with you to your party.

The number of children present at your party must not exceed 30. STRICTLY 4 ADULTS ONLY will be permitted on-site. Please inform parents/carers your party is a "Drop Off" only session, and that parents/carers will not be allowed on site, unless they are included in the 4 adults permitted, or if arrangements have been made in advance that a child needs additional support. The 4 adults allowed on site cannot be swapped during the party with different adults. Once all guests are on site, the gate is locked until the end of your party.

The hire fee includes 2 playworkers to ensure the equipment is being used safely, at least one of whom will have a paediatric first aid certificate. The playworkers will give a short briefing to the children on safe use of the equipment. Playworkers are there to assist and supervise party guests. Adults are not permitted on the equipment and must not assist the children on the play equipment.

We are an outside play facility, and do not have any contingency plan in case of bad weather - your party will still go ahead whatever the weather. If you decide to cancel your party due to inclement weather conditions, no refund will be issued.

We recommend that you visit the Adventure Playground prior to booking, to ensure the setting is suitable for your specific needs, we strongly recommend this if you have not visited us before. Please email info@marblehillplaycentres.com to arrange this.

ADD ON PACKAGES:

We can arrange add on packages to your party at an extra cost.

Snack Pack: £3.50 per child (includes crisps, carton of juice, chocolate biscuit and small bag of sweets)

Ice Lollies: £1 each

Tea & Coffee: £25 (unlimited)

Water Play Activity: £25. Includes Splash Pads/Soakers

Food and Refreshments

We do not have any food prep space on site so please bring any food ready prepared.

Alternatively, we can provide individual party snack bags (consisting of crisps, carton of juice, chocolate biscuit and small bag of sweets), at an additional cost of £3.50 per child. Please email info@marblehillplaycentres.com at least 2 weeks before your party to order.

Please do not provide your children with any food containing nuts on site - we are a NUT FREE playground.

We have tables and chairs available for your guests to sit and eat. These will be set up outside and under a Gazebo during fine weather conditions. During inclement weather conditions, this will be set up in our small indoor space. Please note the small indoor space is not suitable for play. Your party will be held entirely outdoors.

Strictly no alcohol allowed on the premises – we will ask you to remove it. No glass is to be brought on site.

BBQ's/FIRES are NOT permitted by members of the public on the premises or within the grounds of Marble Hill Park including the Playcentres. Please be mindful of fire safety when lighting candles on birthday cakes.

Your Guests

Please ensure the Adventure Playground is age appropriate for your party. The AP is designed for children 5 and over. Any children who are 4, need to be of reception age at the time of the party. 4 year olds may find some of the equipment is too big for them - the playworkers will advise them. Younger siblings will not be allowed into the party. Please ensure the children have their own water bottle.

You are responsible for ensuring that your guests are adequately supported with any additional needs at your party. Please ensure you have the necessary information about any guests that

will be left in your care including allergies, medical needs or emotional/behavioural support requirements.

Please advise your guests that they will be playing outside so they can dress appropriately for the weather.

Any additional adults and children that are not part of the on-site party, must remain outside of the Adventure Playground. We recommend bringing a chair/blankets to sit in the park during the party.

Please park all vehicles in the car park. Please note that the on site parking is very limited, and weekends are peak times. We are well served by all local bus routes from and to Richmond/Twickenham and recommend you advise your guests to arrive on foot/ by bus or bike. Pay and Display charges apply at the weekend.

The site has uneven surfaces - please advise your guests accordingly.

We are a strictly no smoking/vaping facility.

Guide and assistance dogs are permitted on site.

Playworkers

The playworkers do not provide activities or games. They are fully trained in the safe use of the site and will focus on supporting your guests to enjoy the equipment safely.

Please follow any instructions given by the Playworkers during the party.

To ensure that we are able to offer a clean and safe play space, we need to reset and clean for the next party directly after your booking. Please ensure that you leave in a timely fashion at the end of your slot to allow for this. The Playworkers will prompt you when it's time to start leaving.

Entertainment & Decorations

No bouncy castles/slides are permitted.

Due to the nature of the Adventure Playground, it does not lend itself to being overly decorated. If you wish to bring decorations, we suggest 1 helium balloon with the child's name or age which can be attached to the gate/fence. Families have found this does not detract from the enjoyment of the party. You will not be permitted to set up before your allocated time slot.

You may book entertainers - please satisfy yourself that they hold the appropriate insurances and are DBS checked prior to your party.

No live music or music that can be heard outside of the premises.

Party Time Slots

Sundays: 10.00am - 12.00pm, 12.45pm - 2.45pm or *3.15pm - 5.15pm

*Late afternoon party slot times during the Autumn/Winter months may be unavailable due to Marble Hill Park gate closing times.

You will not be permitted on site prior to your booked time slot. Setting up and clearing away is included in your 2 hours. You must vacate the site promptly at the end of your agreed time.

All food stuffs must be cleared away, decorations removed and disposed of, and all belongings, including rubbish, removed by your party end time.

How to Book

Please email Nikki Mackinney, Bookings Manager, at: info@marblehillplaycentres.com, include in your email the name and age of the birthday child, and the date or dates you have in mind for your party. We can then check availability for you. Once your party has been confirmed via email, we will send you the payment details, and a Google form which must be completed and submitted to secure your booking. This form ensures we have all the details of your party, and that you agree to our Terms and Conditions.

Thank you for your interest in hiring Marble Hill Playcentres for your party.