

Terms & Conditions for One O'Clock Club 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.

The standard hire fee is £200.00 for a 2 hour time slot. This includes our scooters and ride ons as well as all the "fixed" play equipment - Play Houses, Mud Kitchen inc. pots & pans, Sandpit inc. buckets & spades.

Please note the large selection of toys available during our public sessions are not available for parties. This refers to dolls and action figures, toy cars, water play including paddling pool and sprinkler, puzzles, games and crafts. You are more than welcome to bring any toys, games or water play with you to your party.

The hire fee includes 1 playworker to greet you on arrival, and will be your point of contact if you have any questions during your party.

The number of children present at your party must not exceed 30.

IMPORTANT: YOU WILL NOT BE PERMITTED ON SITE PRIOR TO YOUR BOOKED TIME SLOT. SETTING UP AND CLEARING AWAY IS INCLUDED IN YOUR 2.5 HOURS. YOU MUST VACATE THE SITE PROMPTLY AT THE END OF YOUR AGREED TIME.

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 One O'Clock Club 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). Note: The cafe will only be open if you choose and pay for this package.

Water Play Activity: £25. Includes inflatable sprinkler/Splash pads/Soakers

Food & 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 their food/cake etc. These will be set up under the canopy on the hard standing area. Please note, we do not have any indoor space available, 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

Older siblings are not permitted to use equipment designed for under 5's. You will be charged for any breakages on this basis.

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.

Please park all vehicles in the car park. 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.

Only guide/assistance dogs 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.

No Piñata's, Party Poppers/Confetti cannons or similar.

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.

Due to the nature of the One O'Clock Club, 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.**

Do not use drawing pins or staple guns to put up decorations to enable us to maintain a safe environment. Decorations are to be completely removed at the end of your party.

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, in the first instance 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.