



# Terms & Conditions / Information about your Big Sky Birthday Party

Thank you for booking your child's Birthday Party at Big Sky.

In our advanced notes below we draw your attention to some terms and conditions and answer typical questions about our procedures and how we help with your party on the day.

**Please read all sections carefully. If you have any other queries, please call us – we are here to help you get the most out of this special occasion.**

## 1. How do I pay my deposit?

To secure your booking, you will need to pay a deposit of **50%** of the total amount. This can either be by **Cash** or **Credit/Debit card** on the phone or at reception. Alternatively you can book your party online at [www.bigsky.co.uk](http://www.bigsky.co.uk). Your deposit needs to be paid when making the booking to secure your party.

## 2. When do I pay the balance?

You must pay the balance by any of these methods **at least 5 days before the party date**. Failure to do so will incur a **late payment fee of £15.00** this may also result in your party slot being given to someone else. If no final payment, or no valid reason for a late payment has been received 3 days prior to your party then it will be cancelled, a refund of the deposit will be issued as internal credit only, less a £25 administration fee.

## 3. What happens if the number of children changes?

If the number of children is more than originally booked, we will do everything we can to accommodate extra children (up to a max of 30). We cannot guarantee this since all available tables may be already booked. We will recalculate your new bill at the appropriate price and ask you to pay the extra. Please let us know at least **24hrs in advance** if you think the actual numbers will exceed those booked. On the day if more children turn up, we can only accommodate a maximum of 2 extra children.

## 4. Do I lose all my money if I have to cancel the party?

No. If you have to cancel the party for a genuine reason but give us at least 7 days notice then we will either hold it over for an alternative date or refund your deposit less an administration fee. If you give less than 7 days notice, then unfortunately we cannot give any refund but we will try to offer an alternative date.

## 5. What happens on the party day?

When you arrive at reception the children in your party will be checked in and you will be greeted by your party host. You can arrive **15 minutes** before the start time of your party, any earlier you will either be asked to pay for the extra time or ask to stay in the reception area. We provide black bin liners for presents, if required (please ask at reception) however these are left at your own risk. Lockers can be obtained for a £5 deposit, with a £1 for the use. We will keep your Birthday Cake safe on the side ready for the end of the party meal. Please tell your party host how you would like the cake served. We do have spare candles, matches, knives and napkins to wrap pieces of cake to take away!

Once checked in, all the children can go in and enjoy themselves in the Big Sky play areas for the first hour and a half before the meal is served. Please note, although we try to have everything in good working order, we do sometimes have to shut rides for maintenance, therefore we cannot guarantee everything will be open on the day of your party.

## 6. When do the children eat?

This is normally about one hour and a half after your booked arrival time when the party food is ready. Your party host will call the children to the party room for their meal. The room may well have been in use for another party before yours but there is normally enough time to do any special setting out with your own extra table decorations before the meal starts if you wish. We allow

approximately 30 minutes for the meal after which the children will conclude the party and the room must be vacated. Please note that the party food is **ONLY** enough to feed the party children. We do have optional extra's which can be purchased for adults: sandwich platters, Indian platter, Oriental platter, cake and biscuit platter and flasks of tea or coffee. Optional extra's need to be added on at least 24 hours before the party.

#### **7. What can you do to help?**

This is often the trickiest bit! Our cooks have to work to a strict timetable and on busy days any "slippage" with previous parties can upset the schedule for eating times. We do our very best to meet planned eating times and the cooperation of all parents on the day will help us greatly. As you can appreciate, young children can be unpredictable, with last minute visits to the toilet, etc liable to delay eating times. The best advice we can give you is to tell your party children before hand to come to the table as soon as they are called over the P.A. system (and also not to leave midway through the meal to return to play areas!) Your party host (or host's if it is a big party) will serve the meal to the party and help pour drinks, etc. We do ask that at least **one adult per 8 children** is on hand to help supervise the children throughout your party **along side** the party host(s) **This is a joint effort!!** You will already have discussed the arrangement for serving the Birthday cake when you checked in and we do provide napkins for the children to take away slices of cake.

**We also forbid party string / party poppers and any alcoholic beverages on the premises. N.B no food not purchased on the premises can be consumed.**

#### **8. Special needs and requirements**

We will make every effort to cater for any special needs that you or your guests may have, although we cannot guarantee to cover all eventualities. Please be sure to discuss these with us as early as possible before the party.

**PLEASE NOTE THAT THERE IS AN AGE LIMIT/RESTRICTION OF 12 YEARS.**

#### **9. Appropriate dress and footwear**

Please be aware that socks must be worn at all times, trainers or similar shoes are required for using the climbing wall and didi cars, long sleeve tops and long trousers are also recommended for some of the equipment.

#### **10. And just before you go.....**

As part of our commitment to continuous improvement of our service standards we ask you to take a few minutes to sign off your party by rating your party host and the overall party experience as outstanding, very good, satisfactory or could do better. Your party host will be striving to obtain outstanding of course and we do appreciate all constructive comments on the party or any other aspects of your visit.

*We hope that you and your party children enjoy this special day here at Big Sky and if any queries do arise that your party host cannot answer, then the Duty Manager of the day will be pleased to help.*



*Why not review us on Tripadvisor?*

Kind Regards  
Big Sky Management Team

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