

YMCA Hawker Pod and YMCA Wimbledon Pod2 Children's Party Terms and Conditions

Please note that these terms and conditions are relevant to all parties at Pod and Pod2. Please ensure that your guests are aware of any terms and conditions that may impact them.

Payment terms

1. Parties are not confirmed until full payment has been received.
2. Full payment is taken at the time of booking.
3. By paying for your party, you are deemed to have accepted these terms and conditions.
4. We reserve the right to, prior to taking payment, to decline any request by you for a party booking.

Cancelation or postponement

5. Parties cancelled up to 4 weeks prior to the scheduled party date will receive a full refund.
6. Parties cancelled between 2 and 4 weeks prior to the scheduled party date will receive a 50% refund of their total party cost.
7. Parties cancelled within 2 weeks of the scheduled party date will not receive a refund.
8. Cancelations must be put in writing to the Soft Play Co-ordinator –
YMCA Wimbledon - Lorna Adekaiyaoja LornaAdekaiyaoja@ymcaspg.org
YMCA Hawker – Lesley Wilson LesleyWilson@ymcaspg.org
9. Cancellations are not valid until you have received acknowledgement of receipt of your notification email.
10. If you wish to postpone your party, at least one full months' notice from the scheduled party date is required. YMCA Will try to accommodate you with a new party date, subject to availability.
11. Should the YMCA be unable to accommodate you with a new party date, the above cancelation periods remain valid.

Your party guests

12. All parties are booked with a minimum of -
YMCA Hawker Pod Mini Party – 10 children with a maximum capacity of 20
YMCA Hawker Pod Weekday Party – 20 children with a maximum capacity of 45
YMCA Hawker Pod Complete Party – 20 children with a maximum capacity of 35
YMCA Hawker Pod Ultimate Party – no minimum as paying for the space but a maximum of 45 (each child charged at £6 per head for food)
YMCA Wimbledon Pod2 Complete Party - 15 children with a maximum capacity of 30
13. If you decide to add additional children to your already booked and paid for party, you must inform the YMCA a minimum of 7 days prior to your scheduled party date.
14. Each additional child will be charged per head and this payment is due at the time of adding the additional children. Prices vary between YMCA Hawker Pod and YMCA Wimbledon Pod2. Please contact the centre for these details.
15. 'No show' children and 'additional children' bookings are non-refundable.
16. Should no contact be made within the 7-day period, the number of guests indicated at your time of booking will apply.

17. It is your responsibility to inform the YMCA of any food allergies or other important information concerning the children or adults attending the party.

One the day

18. If you wish to pay admission for siblings of party guest's, you must do so at reception.
19. Children not booked as party guests will not have a seated space at the party table.
20. Extra food for siblings will not be prepared on the day.
21. The required ratio of 1:4 must be followed at all times.

Time of your party and party room

22. Please arrive 15 minutes before your party is due to start. The time and date of your party is indicated on your confirmation email.
23. Late arrivals will not have their party extended and the original booking time will remain.
24. You will be allocated a party room on the day. Your party room will be available a minimum of 15 minutes before your party is due to eat in there.
25. You only have access to the party room for the booked time and eating.
26. You must exit the party room promptly after your party to ensure that all parties start on time.

Party Host

27. A party host will be available to assist you during your party.
28. Your party host is there to ensure the smooth delivery of your party.
29. Your party host is not an entertainer or responsible for the children.
30. Please ask your party host for any support you need.

Themed parties

31. We can provide themed table wear, plates, napkins and cups at an additional cost of £2.50 per child.
32. You must inform the YMCA of your chosen theme at the time of booking your party.
33. We do not provide themed decorations or staff in themed costume.

What we provide

34. We provide tables, chairs and table decorations. Your table will be decorated with block colour table covers, plates and cups.
35. A present table will be arranged for the gifts.
36. A standard music device is available to play music through.

What we don't provide

37. We do not provide balloons, party bags, birthday (or any other type of) cake, candles or matches.
38. We do not provide plates or napkins for birthday (or any other type of) cake.

Food and drink

39. Only food and drink prepared for your party can be consumed in the party.
40. YMCA reserve the right to ask you not eat any non YMCA purchased food.

41. YMCA Wimbledon is a dry building and alcohol is not permitted at any party.
42. YMCA Hawker has a licenced bar. Any alcohol consumed at the party that has not been purchased will be charged a corkage fee of £7 per bottle.
43. A buffet menu is available for adults. Please speak to the centre to enquire about this.

Health and Safety

44. Party poppers, streamers or any other popping device must not be used.
45. Sparklers must not be used.
46. All children and adults must wear socks whilst on the play frame. YMCA Staff reserve the right to tell anyone who is not wearing sock to not use the play frame.
47. Any balloons brought must either be attached to a party table or chair, or weighed down.

Customer responsibilities

48. YMCA staff reserve the right to ask anyone to leave the premises should they be found to intentionally cause damage to any property belonging to the YMCA.
49. Anyone found to be causing intentional harm to other users or staff, including using abusive or threatening behaviour, will be asked to leave the premises.
50. Photography is permitted at parties but it remains the responsibility of the person taking the photo to ensure that they have consent from the parent/carer of any children in photos other than their own.

Compliments, complaints and suggestions

51. If you would like to leave a compliment, complaint or suggestion you can do so by speaking to the staff on shift at the time, completing a compliments, complaints or suggestions form or visiting our website www.ymcaspq.org
52. All main contacts for the party booking will be sent a satisfaction survey within 7 days of their party.

YMCA disclaimer

53. YMCA will ensure that the play frame and surrounding play environment, including party room, is safe, clean and fit for purpose.
54. YMCA ensure daily risk assessments are completed on the play frame and the surrounding play environments.
55. Clear rules are displayed within the play space to ensure children play safely. Whilst staff are not responsible for the children, they will challenge inappropriate use of the play frame and speak to adults responsible.
56. YCMA will not take responsibility of any for any accident or injury caused through inappropriate use of the play frame and the surrounding play environments.