

# UPROAR!

## PLAY BARN

### Uproar Party Booking Terms and Conditions

Uproar! offers two different types of children's parties:

- non-exclusive access to Uproar! play area for a minimum of 10 and a maximum of 15 children; or
- exclusive access to Uproar! Play area between the hours of 6pm and 8pm (available 7 days a week) for either up to a maximum of 50 children or 100 children.

#### ***Booking requirements***

When booking a non-exclusive party, please note the minimum requirements for booking a birthday party; a minimum of 10 children and a maximum of 15 children are required.

All bookings are to be paid in full at the time of booking. Please ensure you correctly fill in all your details so a member of the Uproar! team can contact you with the relevant details and booking forms.

On the day of the party, party guests must arrive at the allocated time booked. Admission will not be accepted until this time to allow us to clean and set up for the next session. Guests must also vacate promptly once their allocated time is over.

Should you arrive late, there is no guarantee that your party can be extended.

#### ***Packages and prices***

Please note prices and offers may vary from time to time. Please note all prices are correct at the time of booking. Once purchased bookings cannot be changed to apply any offers.

#### **Private Party (Exclusive use)**

Please note the minimum and maximum number of guests. Our packages vary and individual prices cannot be offered. Our packages are a set price and include the price for children only. Adults attending the private party with a child will receive free admission for the duration of the private party.

#### **Cancelling a party**

Please note once you have booked and paid for your party, should you wish to cancel up to 14 days prior to booking you will be offered the option to change the date of the booking, otherwise a 50% refund will be issued.

Please allow up to 21 days for the refund to be processed and issued.

Any cancellations wishing to be made within 14 days of the booking will be non-refundable.

Uproar! will not refund the cost for any guests that are last minute cancellations or no-shows.

### **Returning booking forms**

Once your booking has been confirmed and a confirmation email has been sent, a member of the Uproar! Team will then issue you with the necessary booking form requesting various information required for your party.

Any forms not returned before 7 days prior to the booking will result in the food options being chosen for you.

### **Dietary requirements**

Please note all dietary requirements must be confirmed no less than 7 days prior to the booking. Any requirements not specified up to this time may result in these requirements not being able to be met.

If you have any specific dietary requirements, please contact the Uproar! Team and they can give you further information.

### **Seating arrangements**

For those booking a non-exclusive access party, please note seating areas within the play area itself are limited and no specific area will be designated for the use of birthday parties. A separate party room is provided for the use for food purposes only.