



BOOKING

- You may be required to create an account or login to make a party booking.
- All information requested when booking is mandatory.
- If the party runs with less than the minimum number in attendance, a charge for the minimum number will be charged, nevertheless.
- Aztec reserves the right to change the room allocations without notice due to operational reasons. (We are unable to guarantee a specific party room on the day but we will do our best to comply with your requests where possible).

PRICES & PAYMENT

- A non-refundable deposit is required when booking a party.
- Guests: Children aged 1-14 are chargeable.
- You are required to pay the outstanding balance of the party on arrival for the party.
- Payments made in advance are non-refundable.

CANCELLATION, REFUNDS & AMENDMENTS

- Deposits are non-refundable.
- Payments made in advance of the party are non-refundable.
- Once the deposit has been paid you have agreed to our terms and conditions.
- Should your celebration need to be cancelled due to illness, severe weather conditions or a local lock down, Aztec will offer to reschedule your party booking to a suitable date.
- In the unlikely event that you are unhappy with an aspect of your celebration, please ask to speak to a member of our management team. Regrettably, Aztec cannot rectify any issues or problems after the event and will not consider monetary refunds if the issue is not raised during the party.

BEFORE THE CELEBRATION DATE

- 2-5 days before your party, Aztec will contact you between Tuesday-Sunday 10:00 - 17:00 to confirm:
- Final numbers of children attending.
- Food choices.
- Any special dietary requirements or allergens.
- Additional party extras (charges apply)
- Please note we do not allow any decorations to be stuck onto our walls in the party rooms.



OTHER HEALTH & SAFETY AND LIABILITIES

- You are required to provide 1 responsible adult guardian per 8 children.
- You are required to provide your own birthday cake should you require one.
- Aztec will provide a knife and napkins to cut and wrap your cake but will not do so for you.
- We do not permit the use of party poppers, streamers confetti or pinatas at Aztec.
- We ask that balloons are kept to a minimum and should be weighted and confined to the party room. We advise to not use helium balloons due to the height of our ceilings.
- Please do not allow any attendees to sit or lean on tables, Aztec will not be liable for any accidents resulting from misuse of furniture.
- Party rooms are set up with benches for the children to sit on.
- Socks must be worn at all times inside the play frame, this applies to all adults and children, exceptions will not be made.
- Long sleeve tops and full length trousers are advised to prevent the risk of friction burns.
- By booking a party with us you are confirming that all guests do not have any pre-existing conditions that may prevent them from using our equipment or place at any additional risk.
- Aztec reserves the right to remove any guests (children or adults) from the center if they are rude, aggressive verbally or physically, continually disobey the host or disobey the rules of play. A 3 warning system will apply to the children.
- By paying the deposit you are agreeing to adhere to Aztec's rules of play.

ON THE DAY

- Please arrive no more than 10 minutes before the party start time unless arranged before hand. If you arrive earlier then this you may be asked to wait outside or in your car until your party host is ready for you.
- A host will be assigned to your party for the duration of your stay. Please note they may be helping out else where in the soft play center.
- When your children are asked to come out of the play frame (for food or the end of party) please assist your party host in doing so.
- Alcohol is not permitted inside of Aztec.
- Each party booking is allocated 2 hours, you are kindly asked to ensure all guest are departed from the center promptly.
- Guest who wish to stay after the party has finished must make themselves know to a member of staff and pay the usual entry fees.
- Any additional charges incurred on the day must be paid at reception before departure.

