











## SECURING YOUR PARTY

- DUE TO THE POPULAR DEMAND OF KID'S PARTIES AT QUEENS WE ADVISE TO BOOK AT LEAST 1 MONTH IN ADVANCE
- A DEPOSIT OF 50% OF THE TOTAL AMOUNT IS REQUIRED TO CONFIRM YOUR PARTY WITH US
- FINAL BALANCE IS DUE 2 WEEKS PRIOR - ALONGSIDE MENU ORDERS FOR ALL GUESTS

## CHANGES TO YOUR BOOKING

- ANY CHANGES TO YOUR BOOKING MUST BE MADE 2 WEEKS PRIOR
- CHANGES TO YOUR BOOKING CANNOT BE MADE AFTER THIS
- CHANGES ARE SUBJECT TO DINER, BOWLING LANES AND ICE RINK AVAILABILITY

## GENERAL TERMS

- ALL FOOD AND DRINKS ARE PROVIDED BY MEATLIQUOR. WWW.MEATLIQUOR.COM - ALL CHICKEN WE SERVE IS HALAL
- KIDS PACKAGES / KIDS PARTIES, IN DECEMBER, AN ONLY BE BOOKED ON SATURDAYS & SUNDAYS
  - YOUR CHILDREN MUST BE SUPERVISED AT ALL TIMES THROUGHOUT THE VENUE
  - CHILDREN UNDER THE AGE OF 18 ARE NOT PERMITTED IN THE VENUE POST 7PM
- ALL GUESTS JOINING THE PARTY (INCLUDING PARENT/GUARDIAN) MUST BE WITHIN THE TOTAL GROUP BOOKING SIZE
  - WE KINDLY ASK THAT YOU HAVE NO MORE THAN X1 PARENT/GUARDIAN IS PER 5 KIDS
    - IF YOU WISH TO BRING ALONG A CAKE THERE IS AN ADDITONAL  $\pounds$ 10 cakeage fee
    - NO CANDLES OR SPARKLERS ARE PERMITTED FINES WILL BE CHARGED IF USED
    - PACKAGES ARE INCLUSIVE OF DINER SERVICE CHARGE AND PARTY BOOKING FEE
  - ANY UNANNOUNCED SPECTATING GUESTS ARE CHARGES £10 PER PERSON ON ARRIVAL (SHOULD WE HAVE THE SPACE TO ACCOMMODATE)

## **CANCELLATION POLICY**

- CANCELLATION REQUESTS MUST BE SENT TO THE BOOKINGS TEAM 2 WEEKS PRIOR TO ALLOW FOR A FULL REFUND
- CANCELLATION REQUESTS MADE WITHIN 2 WEEKS OF THE PARTY DATE ARE NON-REFUNDABLE
BUT TRANSFERABLE TO ANOTHER DATE WITHIN 1 MONTH'S SUBJECT TO AVAILABILITY
- CANCELLATION REQUESTS MADE WITHIN 1 WEEK OF THE PARTY DATE ARE NON-REFUNDABLE
AND NON-TRANSFERABLE