



curvemotion

PARTY INFORMATION

COAST'n'CELEBRATE PARTY INSTRUCTIONS

Curve Motion Ltd

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PARTY INSTRUCTIONS

Thank you for choosing CurveMotion to host your party, our aim is to ensure that your guests have a wonderful time and that the party is as relaxing for you as possible. We would ask that you carefully read the following information and the associated terms and conditions.

General

The Coast'n'Celebrate party is a unique package that allows you to create a celebration to suit the occasion.

Please note that this party may only be booked during COAST Sessions (weekend and holiday mornings), and therefore unaccompanied adults will not be admitted.

You will have guaranteed the admission slot with full payment based upon the number of guests attending. The minimum number of guests for Coast'n'Celebrate is 4 guests with a maximum of 9 guests. The number of guests **includes** the guest for which the party is held i.e. you should include the birthday guest within the calculation of the total number of guests.

All guests must be participating in the same activity.

Should additional guests be brought to the venue, they will be required to pay the normal entrance fee. Please be aware that additional guests cannot be catered for within the party.

A minimum of one spectator (age 18+) is required to accompany the party and will be allowed entry free of charge. A second spectator may also be admitted free of charge. Thereafter all other spectators will pay the standard admission charges. The free of charge spectators must be booked at the same time as the party. Subsequent booking of the second free spectator space will not be permitted.

All additional customers and spectators may be booked online via the normal online booking process in conjunction with the party slot that is booked.

Your party will not be hosted, however a table will be reserved for the number of guests and spectators that have been booked. Unfortunately this cannot extend to any additional customers booked at the same time. Upon arrival you will be directed to this table.

You will be given the wristbands for the party guests when you arrive. It is your responsibility as the party organiser to ensure these are allocated correctly, and that they are worn appropriately throughout the party.

Standard Terms and Conditions and Rules of Entry apply for this admission, including any limitation on visit times (a minimum guaranteed visit of three hours will apply as standard).

PLEASE BE AWARE THAT GAMES MAY BE PLAYED AT ANY TIME DURING RINK SESSIONS.

Coast'n'Celebrate parties will be held on the ground floor.

Please note that this party does not include a free return pass or gifts. Any party bags/gifts must be arranged by the party organiser.

Party food

An option to pre-book food (hot & cold buffet) and squash was available during the booking process, and full payment will have been made at that time.

If you did not make this booking at the time, but would like to add this to your party please call the Bookings department who will endeavour to assist. Please note that any request for pre-booking of food/squash cannot be taken within 72 hours of the party admission date, and full payment will be required at the time of booking. Subsequent booking of food/squash cannot be guaranteed.

The food will be served approximately one hour after the start time of the party.

You may supply a cake. **However, if you wish to have lit candles, you must inform the receptionist upon arrival, who will ensure a staff member attends your table at a convenient time to light the candles on your behalf. UNDER NO CIRCUMSTANCES SHOULD YOU ATTEMPT TO LIGHT CANDLES YOURSELF. Failure to adhere to this rule will result in the cake and candles being removed.**

Unfortunately cake slices cannot be provided. **Please do not bring your own knife, or any other cutlery into the venue.**

Allergies

If any of your Guests have food allergies, please contact us at least one working day prior to the party date, to determine if we are able to provide appropriate food. If we are unable to accommodate the particular allergy, you may bring your own food for that guest. Please note that we cannot handle any food brought in for this purpose (including cooking/heating).

Clothing (for playframe and slides)

Socks **MUST** be worn at all times. It is recommended that **long sleeves and full length trousers** are worn when using the slides to prevent friction burns. Please avoid wearing clothes made from Nylon or man-made fibres as these can cause friction burns during the use of the slides.

Drop slide

We cannot guarantee that the drop slide will be opened, but we will endeavour to fulfil any request to do so.

Children wishing to use the drop slide must be a minimum height of 1.10m and over 7 years of age. Legs, body and feet **MUST** be covered (preferably long sleeves). No man-made fibres/nylon clothes e.g. football shirt, nylon tracksuit bottoms, leggings, socks etc. These may burn through and can cause friction burns.

Roller-skating

It is recommended that protective equipment is worn whilst roller-skating. Pad sets (including wrist guards) and helmets are provided free of charge to all customers. Please encourage your party guests to make use of this equipment.

General rules

Children aged 12 and under must be supervised by a responsible adult.

It is advised to have one adult for every 5 children. CurveMotion will be open to other members of the public unless you have Private Hire of the venue.

We do not permit helium balloons on the premises.

If you intend to take photographs of, or film, your party please ensure you complete the enclosed **photography/video permission form** and hand it in to reception upon your arrival.

CurveMotion Rules of Entry and Terms and Conditions apply at all times.

Cancellation or amendments

The admission slot and any pre-booked food/drink will have been secured by full payment based upon the number of guests attending. This payment will not be repaid if the party is subsequently cancelled.

The party slot may be changed to a different date/time, subject to availability. Any changes must be made by 12pm three working days prior to the party date (for a Sunday party this will be the Wednesday before).

The number of guests attending the party may not be reduced from that booked. Should you wish to increase the number of guests (subject to the maximum allowable for the party type) please call the Bookings Department (before 12pm three working days prior to the party date) who will endeavour to fulfil your request, however any changes cannot be guaranteed.

Amendments must be confirmed to you, by email (using the same email address used to make the original booking), directly by a Bookings Administrator. Any requests for amendments that have not been confirmed will not be guaranteed.

Feedback

We hope that you enjoy your party. Should you have any requirements on the day please feel free to approach any member of staff. The Duty Manager will also be pleased to assist.

CurveMotion welcomes all feedback. Please feel free to feed back any comments. This can be done in one of the following ways:-

- Customer feedback card located in the venue
- Email to bookings@curvemotion.com
- Phone call to 0845 463 2324*

All feedback is treated confidentially.

*Please note that calls cost 5p per minute plus your phone company's network access charge.