



curvemotion

PARTY INFORMATION

TODDLER PARTY INSTRUCTIONS

Curve Motion Ltd

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Telephone: 0845 463 2324 Email: bookings@curvemotion.com

www.curvemotion.com

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

You will have guaranteed your party slot with full payment based upon the number of guests attending. A minimum of 5 guests is required for a Toddler party. The number of guests **includes** the child for which the party is held i.e. you should include the birthday child within the calculation of the number of guests.

Should additional children be brought to the venue, they will be required to pay the normal entrance fee.

Spectators are not charged entry to the venue during this session. We request that when booking the party please provide an estimated number of spectators that will be attending.

Your party will not be hosted, however a table will be reserved for the number of guests and spectators that have been booked. Upon arrival you will be directed to this table.

On departure, each child will be provided with a CurveMotion gift. Party Bags, if required, should be provided by the party organiser / parent.

PLEASE BE AWARE THAT OTHER ACTIVITIES MAY BE ONGOING DURING YOUR VISIT INCLUDING ON THE SKATING RINK.

You may participate in any other Toddler related activities that are being held during the party time e.g. Toddler Skate or Toddler Group.

Parties will be held on the ground floor.

Party food

The party food served to the guests will be a Toddler buffet/meal plus unlimited squash. This will be brought to the table approximately one hour after the start 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 child. 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.

General rules

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

It is advised to have at least 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 party slot has 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 one working day prior to the party date (for a Monday party this will be the Friday 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 one working day prior to the party date) who will endeavour to fulfil your request.

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.