

Wonder World Terms & Conditions – Kirkcaldy & Falkirk

Party terms

1. Our contract with you

1.1 These terms tell you information about Us and the legal terms and conditions upon which:

(a) you can make a Party Booking (b) we supply the Party to you and any Participant.

These Terms will apply to any contract between us for the supply of the Party by Us to the Organiser and any Participant (Contract).

1.2 Please read these Terms carefully and make sure that you understand them. You will be asked to agree to these Terms along with our General Terms before making any party booking. Please also read our Play Standards.

1.3 We amend these Terms from time to time as set out in clause 10. Every time you submit a Booking to us, please check these Terms to understand the terms which will apply at that time. These Terms were most recently updated on 23/08/2021.

1.4 When you submit any Party Booking to us, this does not mean we have accepted your Party Booking. Our acceptance of a Party Booking will take place as described in clause

1.5 If we are unable to provide the Party, we will inform you of this and the booking will not be processed.

1.6 These Terms will become binding on you, any Participant and us when we issue you with a written acceptance of a Party Booking, at which point a Contract will come into existence between you, any Participant and us.

2. Party payment terms

2.1 The prices of the Party Booking will be as quoted on Our Site at the time you submit a Party Booking. We take all reasonable care to ensure that the prices of the Party are correct at the time when the relevant information was entered onto Our Site. However please see clause 2.3 for what happens if We discover an error in the price of the Party you have Booked.

2.2 Prices for Our Parties may change from time to time, but changes will not affect any Party Booking you have already made.

2.3 The price of the Party includes VAT (where applicable) at the applicable current rate chargeable in the United Kingdom. However, if the rate of VAT changes between the date of the Party Booking and the date of performance of the Party, we will adjust the rate of VAT that you pay, unless you have already paid for the Party in full before the change in the rate of VAT takes effect.

2.4 Your full payment secures your Party Booking. No deposits will be taken.

2.5 Wonder World reserves the right to refuse extra party guests on arrival if we have not been notified 5 days in advance/you have reached your maximum capacity for your party room. In the event that you have not reached your maximum capacity and we are able to accommodate, unnotified additional guests will be charged at £13.95 per person.

2.6. All Party Bookings require a minimum of 10 children (including the birthday child). The maximum number of guests is dependent on the venue's capacity. A maximum of 10 additional accompanying adults will be permitted in the party room as well.

2.7 It is your responsibility to ensure you complete a Birthday Party form that can be found on the website and your booking confirmation email to confirm any dietary requirements and food preferences. If you do not complete this form 5 days in advance of your party booking, we will assume that you have no preferences or dietary requirements.

3. Discount and offer terms

3.1 Party Booking payment must be paid in full in order to receive any discount or offer.

3.2 Discounts and offers may have an expiry date. After this expiry date the offer or discount will not be valid.

3.3 All discounts and offers are subject to availability.

3.4 All discounts and offers are subject to General Terms, Party Terms and specific terms of discount or offer. When making a Party Booking using a discount or offer you are agreeing to all of these terms. Please read all terms before making your Party Booking.

3.5 Wonder World reserve the right to withdraw any offer or discount with notice.

4. Your rights to cancel and applicable refund

4.1 Cancelling any Party Booking less than 4 weeks before your Party Booking date (and not re-scheduling the party) will result in the forfeit of 50% of your full payment.

4.2 If you wish to re-schedule your party, we will need at least 14 days' notice. In the event that this notice is not provided, Wonder World reserve the right to charge an additional fee. Any Rescheduled party is subject to availability and must take place within 6 weeks from the cancellation date.

4.3 Cancellation of your party providing us less than 24hrs notice will be referred to the site Manager who will reserve the right to offer an alternative party date. No refund will be given.

4.4 In the extreme circumstance of a COVID-19 outbreak in the area and WonderWorld are required to close, we will endeavour to either reschedule your party when it is safe to do so or refund your party booking in full.

4.4.1 If the birthday child tests positive for COVID-19, please notify WonderWorld as quickly as possible either through email events@wonderworldgroup.co.uk or contact the venue directly. We will then look to reschedule your party booking.

5. Party extras

5.1 All party extras (sweet cones, party bags or adult buffets) must be requested and paid for in full no less than 5 days prior to the Party Booking date. This includes any amended dietary requirements. WonderWorld have the right to refuse these extras without sufficient notice period.

6. Party organiser responsibility

6.1 The person booking the party, there after known as the Organiser, must join our Roller registration system, if not already on our system.

6.2 It is the responsibility of the Organiser to inform party guests to arrive on time/no more than a few minutes before the party start time. We are unable to offer additional play time to late comers.

6.3 Parent guests who bring any siblings that are not part of the party will be charged at our standard admission prices on the day.

6.4 All Parent and Guardians Guests are responsible to adhere to our General Terms including our Play standards.

6.5 The Organiser must ensure all party children are collected by a parent or guardian at the end of the allocated party time.

6.6 The Organiser should provide candles and birthday cake. The party host will light the candles and cut the cake if requested to do so during booking confirmation.

7. Party host responsibility

7.1 The Party Host will meet and greet guests on arrival. They are unable to wait for any guests who do not arrive on time.

7.2 The Party Host will serve the food to the children in the party room. They will also interact with the children and are there to ensure both adults and children have a great time.

8. Party policies and procedures

8.1 Helium balloons are not permitted in any Wonder World location.

8.2 Management reserve the right to change the party room allocated at the time of booking without prior notice.

8.3 Wonder World may from time to time close rides, play frame slides and other equipment. We will endeavour to inform you of any closed sections prior to the party.

9. Party feedback and complaints

9.1 We may send you a party customer service feedback questionnaire by email 48 hours after the event. We may also call you to discuss any feedback given.

9.2 In the unlikely event that you have a complaint please contact the venue directly or email ruth@wonderworldgroup.co.uk.

10 Terms and Conditions monitoring

10.1 WonderWorld have the right to amend these terms and conditions at any time and endeavour to update these appropriately on a yearly basis.