

Before booking a party with us we would like to make you aware of the following Terms and Conditions (T&C's) we adhere to:

- All parties must adhere to all terms and condition of Play@ entry and prices, in addition to the following terms.
- Each party is subject to a £220 non-refundable deposit. This amount will then be deducted from the total amount payable 14 days before the party. Once the total amount has been paid, we are unable to change the date or offer a refund. Unless government restrictions do not allow the party to take place.
- Parties are booked online and not confirmed until you receive our confirmation email, which will be sent within 3 days of booking.
- The birthday child gets 2 adults free (per party booked), and all other children on the party list get 1 free adult place.
- If you require a party at short notice, please email us direct on: party@lowerdraytonfarm.co.uk so we can check capacities to accommodate your party.
- Party schedules and other documents are accessible on confirmation of booking – these are subject to changes without notice.
- A health and safety document will be provided on confirmation of a party booking once the final balance has been paid. On signing this document, you agree you have read, understood, and have passed on this information to all necessary persons.
- Only the party host is permitted access to Play@ 15 minutes before the party time.
- Other Guests are not permitted to arrive before the starting time of the party. Any early arrivals will be asked to wait in their cars or will be charged for entry beforehand.
- You must ensure all party goers vacate the party room at the end of your allocated time, to allow our staff to tidy up ready for our next visitors.
- The maximum party size for online booking is 20 children- we have the right to refuse entry to any additional party guests that exceed the specified amount, unless it has been previously agreed by email from our party planner.
- If you would like a party for more than 20 Children, please email us direct on: party@lowerdraytonfarm.co.uk and we will try to accommodate.
- It is your responsibility to provide us with your guest-list, and additional information (including any allergies etc.) no less than 7 days before your party. If your guest list isn't provided on time, we reserve the right to set up the party based on your original predicted numbers.
- Any changes to your party (in terms of food etc.) must be done with at least 48 hours' notice via email party@lowerdraytonfarm.co.uk, we reserve the right to refuse extra party goers once final payment has been made 14 days before the party.
- If we do agree to and have capacity for extra party goers within 14 days of the party, we will confirm to you via email, and these must be paid for on the day of the party.
- On departure of the party, the host will receive a free return pass for the birthday child – this pass is non-transferable and is valid for 12months. The pass must be presented upon arrival, and we will not re-issue lost passes.
- No alcohol is permitted on the premises.
- No other discount codes can be used to book parties
- Annual or summer Passes, if available, cannot be used as entry for guests for parties.

Party Room:

Your party will be allocated to one of our 4 party rooms, based on your party size. We reserve the right to reallocate your party room in the event of any eventualities, we will always allocate you a party room the same size or larger in size than you have booked online.

The party rooms have basic decoration such as: banners or bunting or hanging decorations. You are more than welcome to bring in balloons and/or serviette's (however, you will only have a maximum of 15mins before your party starts to add any further decoration) no wall decorations are allowed. The table will be of a suitable washable surface, laid with table wear, food will be served in an individual food box for each child.

Birthday cakes are not provided, unless you have ordered our rainbow cake when booking, you are welcome to bring your own cake and please bring your own candles as well. This is the only food you can bring into our facility unless agreed by our party planner and confirmed in an email from us.

Please DO NOT bring your own knife to cut the cake or lighter to light the candles. Ask your party host when you are ready, and they will light the candles and cut the cake for you. If borrowing a knife to cut your cake, it is the parent or guardians' responsibility to ensure that the knife remains out of reach of children and is returned to the party host as soon as you are finished.

Once your 2-hour slot in the party room is complete you will be asked to vacate the room, ready for the next party and leave the premises. Speak to our party organiser before the party if you would like to use our facilities for longer than 2 hours.

All children remain the responsibility of their parent, guardian or party booker and therefore must not be left unattended.

Children under 2 are free of charge only if they do not require party food and party bags and would not receive entry for 1 free adult.

Play@ cannot be held responsible for any food that is brought into the park that is not provided by us.

Siblings will be included in the total number of children. If you do not wish to pay for siblings, please ensure you leave them off the guest list, and our front of house team will ask for parents to pay for them on arrival.

Party dates and times are non-transferable.

Activities outlined are subject to change and may vary dependant on circumstances.

Food items and party bags may vary.

Party activities on offer may vary, and the website provide examples of some of the activities that you may encounter. The timeslot will not allow all activities within your theme to be completed.