

Sprout MSA Party Terms & Conditions

- Making a party booking secures the date and time of your party.
- Each person attending will need a ticket, this includes the birthday child.
- A complete guest list must be provided 7 days prior to your party. Amendments to names can be made up to 48 hours before the party, but numbers cannot be reduced. If we are still waiting to receive your guest list 48 hours prior to the date of your party, we will only be able to host your party for the original numbers on your booking.
- Reductions in numbers are unable to be refunded in any circumstances, however, names on the guest list can be changed and party guests added on.
- Any changes or updates that are being made to your booking, including amendments to the guest list or adding any extras without 7 days' notice will incur a £10.00 administration charge per change.
- Any additional guests that you haven't booked for will be charged at general admission prices as long as we have ticket availability for that session. Unfortunately, if the session is sold out, we would be unable to admit entry for any additional guests.
- If you wish to move your party date once booked this will incur an administration charge of £20.00. This must be paid prior to the change of date amendment. No amendments can be made within 48 hours.
- If Sprouts is forced to close due to adverse weather conditions and extreme circumstances, no refunds will be given, however, we will offer to reschedule your party to an alternative date (*subject to availability*). We will be unable to refund any non-attendees in any circumstances.
- **Please note no external food or drinks can be brought into the Play Barn, this includes birthday cakes.**



- Birthday cakes can be purchased after booking your party from Millets Bakery. The bakery will require at least 14 days' notice and can only make a limited number of cakes per week. ****Please be aware candles are not permitted within the Play Barn or Outdoor Garden area of Sprouts.****
- You will be able to enter the Play Barn from the time stated on your booking, not before, so please factor any time you may wish to spend setting up before your guests arrive in to your party arrangements. Early entry will not be permitted as the team will be cleaning and setting up the building for your session. You will need to vacate the Play Barn by the end of the booking time to allow us to fully clean and prepare for the next session.
- Tables which have been reserved in advance are allocated depending on the size of the group and will be indicated by a chalk board sign on the day,
- You are welcome to bring decorations such as table covers, tableware or air-filled balloons to add to your table. **Please be aware helium balloons are not permitted within the Play Barn.** Our party co-ordinator can advise on the best decorations to bring if required, so please email or call us to discuss this prior to your party.
- All party packages are non-refundable.

