

WISHING TREE PARTY BOOKING: TERMS AND CONDITIONS

- Party Bookings dates and times are allocated on a first-come, first-served basis. Please ensure that you have reserved your time and date by calling the cafe or completing the online booking form.
- Provisional bookings will be held for 7 days. If you do not come in and sign the booking form and pay the deposit the slot will be released for other party enquiries.
- Party Bookings must be made at least 7 days in advance of the date of your party.
- Party bookings are for 2 hours with 1 hour play time and 1 hour in the party room.
- Please arrive no earlier than 10 mins before the start of your party.
- Please bring your birthday cake, party bags/gifts and any prizes for party games
- The minimum number for a Wishing Tree themed party is 10 children.
- The minimum number for an Exclusive use party at Wishing Tree is 20 children.
- £50 non-refundable deposit due at time of booking. Bookings will not be confirmed until the deposit has been paid. By paying the deposit it is deemed that you have accepted our Terms & Conditions
- The remaining balance is due on the day of the party and balances are to be paid by cash or credit / debit cards.
- Final numbers must be confirmed at least 3 days prior to the party date. We will contact you to confirm your final numbers and any additional requirements.
- Please ensure that all the relevant details for your party are correct. If you later realise that you have forgotten to tell us something important, please tell us as soon as possible and we shall endeavour to accommodate any changes.
- Any special dietary requirements should be confirmed at least 3 days prior to the party date.
- If any of your guests are ill and you inform us in advance that they are unable to attend, we will remove them from your party numbers.
- A charge of 50% will be made for children who were confirmed but do not attend on the day. This is to cover the cost of food prepared in advance and party set up.
- Any additional children accompanying party guests will be charged our usual entrance fees.
- Minimum one adult per 5 children must be present and supervise children for the duration of the party.
- Wishing Tree shall provide an appropriate knife for parents to cut the birthday cake in the party room.
- A member of Wishing Tree staff will be there to help you from the beginning till the end of your party.
- Due to the turn-around time, party guests will not be admitted to the party room until their allocated time, and you are politely requested to vacate the premises promptly at the end of the party. This will enable us to clear up and prepare for the next party guests.
- In the very unlikely event that the Wishing Tree has to cancel your party, due to unforeseen circumstances, you will be entitled to a full refund.

