



Refund Policy

This refund policy provides you with details of possible scenarios when requesting a refund to payments made online, in store via card or cash transactions.

Party Deposits – the deposit value is £40 and this is non refundable. You may in certain circumstances and with the discretion of the management team, move, reschedule your booking to a date and time more convenient to you, if the original booking date and time is not now convenient. This **MUST** be requested within 2 weeks of your booking date.

Party Balance payments – the balance must be settled 7 days prior to your party. You can amend the number of children attending up to 48 hours prior to your party by a maximum of 2. The additional balance, if increasing, must be paid at the time of change and a refund will be issued to you, if decreasing, at the time of change. Requests to decrease numbers within 48 hours or “no show children” will result in entrance vouchers being issued. No refunds will be issued in these circumstances.

Entrance Fees – Bookings made in advance are non refundable. You can change the date and time of your booking within 24 hours (change of day) or 2 hours (change of time only) at no extra cost. Failure to show for your pre-paid booking will result in forfeiture of any refunds or being able to re schedule.

