

Kids Kingdom General Terms and conditions of booking

General

- Please do not arrive earlier than 5-10 minutes before your party time slot is due to start as your host may still be preparing for your arrival.
- Strictly no sparklers or indoor fireworks, no pinatas, no party poppers, normal candles only.
- The £60 deposit is non-refundable. If you need to postpone your party or change the date due to personal or illness related restrictions, we will hold your deposit for you to rebook at a convenient time in the future. If you do need to reschedule please give us a call or email at your earliest convenience.
- All party balances are due 48 hours prior to your party. Please call us to update us on expected guest numbers & payment on 01702 462747, email us at info@kidskingdom-southend.co.uk or log in on our website and amend there. If some attendees sadly cannot make it even though you have already paid, we are more than happy to compensate the difference with free entry tokens or café credit!
- Strictly **NO FOOD OR DRINK** can be brought on to the premises except birthday cake. We ask that you ensure that this is nut free! Due to Natasha's Law we have become a nut free zone so only food and drink we sell can be consumed on site. Due to this we are more than happy to cut the cake and wrap it up in napkins for people to take it away.
- All adults and children here for your party must sign in at reception upon arrival with your party host.
 - All general rules of play are in place should you or your guests fail to follow the rules the staff on duty have the right to ask them to leave the play structure. If the majority of the party are not following the rules of play the manager on site has the right to end your party with no refund!
 - All parties require at least one adult over the age of twenty-five for every seven attendees under twenty-five.
 - Anyone lucky enough to look under the age of 25 will require suitable ID (driving license or passport) to purchase any alcohol. No ID, no sale. Alcohol will be restricted to 3 drinks per person, the staff and manager on duty have the right to seize the sale of alcohol at any time without prior notice. Alcohol cannot be left unattended at any time or will be seized by staff.
 - If you wish to keep a "tab" going throughout your party please either let us know in advance or at your earliest convenience. Your host will then ask you a few questions regarding it to see if it is for adults, children, alcohol if there is a limit ect. Your host will also ask for a bank card or cash upfront as a guarantee.
 - Please note that the rides in our café and the go karts now take contactless payment. Any issue with charges must be brought up with the company themselves via their contact information on the machines.
 - If you would like drop slide open during your party please let a member of staff know. Please note that our Drop Slide is for children over the age of five and they must be in suitable clothing. We ask for their legs, torso, feet and arms to be covered or they will be refused a turn.

Daytime Parties (KK Parties)

- Our party rooms can hold a maximum of 25 children, if your party goes over that number, your host will have to have some children to sit in the café or if you know of this ahead of time please book a VIP Centre Hire due to health and safety reasons. If you have a lot of adults attending, please be mindful that your host will have to ask some of them to stand outside also.
- All KK Parties have a hot meal included, please note that if you add on the “pizza and ice cream” upgrade you are upgrading this for pizzas the children make themselves.
- If you add either the “build your bear” or “pizza and ice cream upgrade” please note that this will take at least an additional fifteen minutes from the children’s play time and is not added on extra.

VIP Exclusive Hires

- It is the responsibility of the person booking the party / Hirer for their guests. We will take emergency contact numbers for Parents / guardians upon arrival. Unless the parent or guardian stays in the building for the duration of the party.
- Food & Drink is not included in private hires (Unless you have ordered one of our food options) Drinks and snacks can be purchased from our Café counter but menu items will not be available. Do not bring your own snacks or food due to H&S allergen guidelines.
- The play structure will close 5 minutes prior to your party finishing to ensure all guests have vacated the building by your end time to avoid your party over running and encountering a surcharge.
- If your party is booked for over 5’s the under 5 preschool area will be closed unless requested otherwise for younger siblings. Please let us know if you require it open at your earliest convenience.
- Exclusive use VIP evening Hires are from 5:30-7:30 or 5:45-7:45pm! Please note that if your hire is from 5:30pm we try our best to make sure that the public will be gone for the start time, however we cannot guarantee this. If you wish for people to not be leaving while your guests are arriving please book the later session