

Horizon Soft Play Party Policies and Procedures

Thank you for choosing Horizon Leisure Centres to hold your party, we would like to draw your attention to the following relevant Party Policies and Procedures below.

1. Initial Party Payment & Final Payments

1.1 The initial party payment must be paid in full upon your party booking. Once you have paid the initial party payment, you have agreed to the following Party Policies and Procedures along with the Rules of Play, and our Terms and Conditions.

1.2. You can add up to an additional 8 children to your party.

1.3. Extra children can be paid for on the day of your party.

Party Types and Information

2.1. All parties are for 12 children (up to 20 can be accommodated)

2.2. Horizon Softplay Parties are to meet in Horizon Soft Play.

2.3. Other parties are to meet in the waiting area outside Horizon Soft Play

2.4. Horizon Soft Play Weekday Party -These parties have access to Horizon Soft Play. Horizon Soft Play Rules of Play apply. Suitable for all ages.

2.5. Horizon Soft Play Party - Horizon Soft Play parties are held on weekends and school holidays and have access to Horizon Soft Play. Horizon Soft Play Rules of Play apply. Suitable for all ages.

2.6. Bounce Party – Held in the Main Hall. Includes use of the Bouncy Castle and the soft play gym equipment. Suitable for 2-5 year olds.

2.7. Splash Party - Splash parties are held in the Splash Pool. Children using the Splash Pool and whom are under 8 years old must be accompanied by an adult (1 adult can supervise 2 children). Suitable for all ages.

2.8. Parties that Horizon Leisure Centres offer include:

2.8.1. 1 hour of activity time.

2.8.2. 15 minutes change time for Splash Parties.

2.8.4. 45 minutes in a Party Room.

2.8.5. Invitations.

2.8.6. Party bags.

2.8.7. Party Host.

2.8.6. Unlimited juice and water throughout the party.

4. Cancellations

4.1. No refunds will be made unless 1 months' notice is given.

4.2. Subject to our discretion, cancellations due to medical or other important factors may be taken into consideration.

4.3. If you wish to reschedule your party, you must let us know at least 7 days prior to your party date.

5 Party Parent/Guardian Responsibilities

6.1. You should arrive 15 minutes before the party start time.

6.2. If you have booked a Splash Party, please arrive 30 minutes before

6.3. Parents of party guests who are bringing siblings will be charged the normal rate of admission.

6.4. The Party Parent/Guardian and adult guests are responsible for their party children at all times whilst at Horizon Leisure Centres.

6.5. The Party Parent/Guardian should ensure that guests wear the correct clothing appropriate to the party type.

6.6. The Party Parent/Guardian should ensure that there is the correct number of adults to supervise a Splash Party.

6.7. The Party Parent/Guardian should ensure that all party children are collected at the end of the party time

6.8 The party Parent/Guardian should ensure that the party room is vacated with all belongings at the end of the party

6.9 The Party Parent/Guardian should provide the candles (no sparklers)

7. Party Host Responsibilities

7.1. Your Party Host will meet and greets guest on arrival.

7.2. Your Party Host will entertain and interact with the children and most importantly make sure they are having a fantastic time.

7.3. Your Party Host will provide an excellent level of customer service both to the Party Parent/Guardian and children.

8. Horizon Leisure Centres Information regarding Parties

8.1. Management reserve the right to change your party room allocated at the time of booking without any prior notice. Every effort will be made to inform you.

8.2. We would be thankful if you would let us know how we did!

Feel free to email us at parties@horizonlc.com
We may also contact you about the feedback provided.