

Frequently Asked Questions

- 1. How much time do I have in the party room?**
Two and a half hours.
- 2. Can I purchase additional food for adults?**
Yes, the café is available for guests to purchase additional food. Alternatively, you can pre-order adult sandwich platters.
- 3. Can I bring my own cake?**
You are more than welcome to bring your own cake.
- 4. Can we change the food that is included?**
The food options we offer cannot be amended.
- 5. Do you cater for allergies?**
Yes. We are able to accommodate special dietary requirements only. Please be aware that we are **not** a nut free facility so some food items may contain traces of nuts. Please give us as much notice as possible.
- 6. Do the parents have to stay if we have a party host?**
Parents are more than welcome to stay with their children should they feel this necessary. However, there may be space constraints in the party room. We suggest children under the age of five should be accompanied by a parent. For children six years and over, we recommend that parents drop-and-go unless they feel that their child may not be comfortable without them there.

Frequently Asked Questions (continued)

- 7. Do I need to pay a deposit?**
You do not need a deposit to secure your booking. However, full payment is required three weeks prior to the party once we have received final confirmation of your party package, the total number of guests attending and whether you require any party extras.
- 8. Can I change the number of guests after I have confirmed the party?**
Final numbers need to be confirmed two weeks before the party. Any numbers cancelled after this time will still be charged.
- 9. What is the cancellation policy?**
Cancelling the party within one week of the event will incur the full charge.
- 10. When is the booking confirmed?**
The booking is confirmed once Ellie McCormack contacts you to confirm your party has been booked.