



## Event and Party Booking Terms and Conditions

Thank you for your interest in booking our space for your special event. We are excited to be part of your celebration and wanted to provide a list of the services included, and the terms and conditions. With Party Hire, we have a maximum capacity of 35 across adults and children. (Recommended 30pax)

If you would like to proceed and the date and time you wish to book is available we will send through a confirmation email. At that point we request that you confirm that you are happy with the terms and conditions, and pay a 50% deposit of the package price (£300 for up to 12 children additional children will be at an extra cost with prior agreement). We also ask for an extra £25 deposit in case of damages.

Best regards

Elaine Ng  
Tiny Tigers Team



# Event and Party Booking Terms and Conditions

**Venue:** Tiny Tigers, South Quay Plaza, E14 9SH

**Date:** Options for times as per below

## Inclusions

Please read the Schedule, Decorations, Equipment, and Food and Drink, Staffing descriptions below to see what is included in the package. Additional services/options are discussed on the next page and are at additional cost.

## Schedule (either Session 1: 12-2:30pm or Session 2: 2:30pm -5pm)

(1) 12.00pm OR (2) 2:30pm: Unstructured play session in our play area for up to 12 children

(1) 1.00pm OR (2) 3.30pm: Lunch/Tea for the children in our private event room (the Den).

If you wish to add additional decorations you may access the Den half an hour earlier (12.30pm or 3pm) and have until (1) 3pm or (2) 5:30pm to remove the decorations\*. We kindly ask for a prompt departure to give us enough time to thoroughly clean the room. **Late departures will be subject to a charge of £2 per minute for each minute the room is still occupied after the party end time.**

\*The grace time to remove decorations is solely for that purpose, and only the party holder and up to one person may remain after the scheduled party end. It is assumed that Tiny Tigers staff can access the room to clean at the party end time, and any obstruction to this will count towards the late departure charge being applied.

## Decorations

We have fairy lights, flag shaped paper bunting, 'Happy Birthday' bunting, and tinsel backdrops (blue/pink/silver). We have child sized chairs and tables that we will decorate with multi-coloured polka dot table cloths.

## Equipment

We can provide a disco light, speaker (via jack and Bluetooth), and bubble machine (we advise this to be used for a short time, approximately 5 minutes, as the floor will get very slippery).

We can build up a Quadro play frame, and provide additional age appropriate games/toys. We can show you a selection, or you can make a request.

## Food and Drink

Lunch for the children is included and we will provide:

- Sandwiches (either ham or cheese)\*\*
- Yoghurt or Cheese Snack \*\*
- Packaged Snack (Organix/Kiddylicious/Yoyo bears)
- Fruit
- Juice box

\*\*in the case of allergies or dietary requirements please let us know at time of booking and we will offer alternatives.

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## Staffing

We will designate a member of staff to be your point of contact on the day, they will serve the food and drink, help with any additional orders, and tidy up during and after the session. They are not childminders and we request that party attendees are supervised by adults from the party with a minimum ratio of 1 adult per 3 children.

## Additional Services are available at additional cost, and with prior agreement.

These include:

- We believe that for most children 1 hour of play is plenty, and note we also include toys and games in the Den after the play session. We are able to offer an additional play session at £84 and also additional time in the den at £75 per hour or £50 per half an hour.
- Personalized birthday cake, you are welcome to bring your own cake but if you prefer we can provide a brochure of a trusted supplier, and organize the order and delivery.
- Gift bag for attendees, or party favours (we can make recommendations).
- Children's entertainment, we can provide some party games (musical chairs/ musical parcels etc) but can also provide suggestions of entertainers that can be hired (independent agreement between yourselves and them).
- Adult food can be pre-ordered. If you prefer to bring your own outside food it must be cold, and there will be a charge of £2.50 per head and we will provide plates, cutlery and napkins. If you would like to bring your own plates, cutlery and napkins there will be a flat service charge of £25.
- Damaged items found during the party will be charged. Broken tinsels: £10 per piece and others against the cost of replacement. If there are no damages, the deposit of £25 will be refunded.

## Payment and Cancellation Terms

On accepting the terms and conditions, we ask for a 50% deposit to be made to our bank account, details below:

Name: Tiny Tigers Limited

Sort code: 60-83-71

Account number: 09837940

We ask for the remaining 50% two weeks prior the event.

The booking is non-cancellable, if you no longer wish to proceed after paying the deposit we will make the date available to others, and if another person takes the date we will return the deposit minus a £25 administration fee. If there are no takers for the date and time, the deposit is forfeit.

In the event that government restrictions means we are unable to honour your booking we will refund you all monies immediately.