

Terms, conditions and important information

1. No refunds will be given under any circumstances.
2. We are unable to take provisional bookings.
3. Parties are unsupervised by Washbrooks staff. Please make sure sufficient adults in attendance.
4. Contact details are required to fulfil the terms and conditions of booking a party.
5. The party room hire charge of £30 is payable at the time of booking.
6. Your party booking entitles you to party room hire for a two-hour period which is specified at the time of booking.
7. The £30 party room hire is non-refundable.
8. Should multiple 2-hour periods be required, £30 will apply to each session booked.
9. Additional charges will apply if there are any extras.
10. If you are unable to host your party on the session booked an alternative time and date can be offered, availability permitting.
11. NO access to the party room until your allocated time.
12. Please leave the party room promptly at the end of your allocated time.
13. If you, or any member of your party guests are members, please bring your card. If the child invited does not have a membership card or is not yet 3, the adult membership card does not entitle admission for the child. The child admission would be as per party rate.
14. Please ask your party guests to ensure children dress accordingly to weather conditions.
15. NO facilities are available to store food, birthday cakes and/or presents prior and/or after the party.
16. NO kettles/urns are to be used in the party rooms.
17. There are no table coverings.
18. Party bag items are subject to change.
19. Under normal circumstances Washbrooks is open 357 days a year, but if forced to close due to circumstances beyond its control, parties cannot be refunded.
20. Washbrooks is continually replacing, improving facilities and/or introducing new ones. In line with this, we reserve the right to withdraw or introduce charges to, amend or discount attractions & opening times at any given time without prior notice or compensation.
21. Personal or verbal abuse of staff will not be tolerated and Washbrooks reserves the right to refuse admission.
22. Washbrooks will keep your details on file under the regulations of the Data Protection Act 1998 and not given to third parties. The Data Protection Act will be replaced by the General Data Protection Regulation (GDPR) on 25th May 2018.
23. If you would like to receive content from us via email, you will need to SIGN UP through www.washbrooks.co.uk.
24. Our privacy policy can be found on our website www.washbrooks.co.uk.
25. Children 15 years and under must be accompanied by an individual aged 16 years or over.
26. Washbrooks party information and terms and conditions will be provided when enquiring about a party and again after payment of the party.