



PARTY FAQ

**Things You Need To
Know For Your
The Bounce Park Party**



PARTY FAQ

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Can I bring food and decorations?

- Feel free to bring your own cake, cake slicer, additional food, party favours, and decorations.
- For the Gold and Silver Packages, we offer a choice of ham, jam, or cheese sandwiches with crisps, fruit, and raisins, complete with plates and napkins.
- Tablecloths, cups, and squash for the bouncers are provided for all three party packages.

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What age is allowed to bounce?

- Bouncers must be aged over 1. Party Bouncers aged 1 to 4 require adult supervision, with one adult able to supervise up to two children.
- The Party Carer Ticket (for adults who will supervise little toddlers) priced at £6.50, can be purchased at the reception on the day of the event.

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At what time should I arrive?

Please arrive 20 minutes before your scheduled bounce time to allow us time to distribute your socks and check the waivers and tickets.

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At what time can I access our party room?

We will be preparing your room whilst your party is bouncing. You will be allowed access at least 15 minutes prior to the end of the bounce session. If you require assistance with adding additional decorations, please let us know, and we will assist where possible.

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Can I show my waiver on my phone?

Yes, you can show the signed waiver on your phone or as a hard copy. Guests who have signed the waiver within the last 12 months may not need to resubmit it.

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Can I buy tickets at the door?

Yes, tickets can be purchased at the door, subject to availability. However, we encourage guests to purchase tickets online or email us to secure additional tickets at least 5 days before the event.

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Are spectators allowed?

One spectator per bouncer is allowed to attend but cannot access the bouncy area. We require at least two adults to stay with the party. Parents of the birthday child (party bookers) are permitted inside the inflatable free of charge.

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Where can we send more party details?

Email us at info@thebouncepark.com at least 5 days before the event to arrange for any additional bouncers or to discuss dietary restrictions.

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Can I extend our bounce time?

Yes, please email us at info@thebouncepark.com at least 5 days before the party to request changes to your bounce time, and we will send you the invoice.

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Can I get a refund on a pre-booked party?

Refunds will be issued for a party cancelled four weeks or more prior to the event. Any cancellations after that will be subject to rescheduling of the party.

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