**Birthday Parties at Skate Central**

**We hope this simple guide will answer some of the most common questions that we are asked and we hope you & your guests have a great party.**

**PLEASE BE ADVISED THAT WITH THE EXCEPTION OF A BIRTHDAY CAKE, YOU OR YOUR GUESTS ARE NOT ALLOWED TO BRING ANY OTHER FOOD OR DRINKS ONTO THE PREMISES. YOU MAY BE ASKED TO LEAVE AND NO REFUND WILL BE GIVEN.**

**UNFORTUNATELY WE DO NOT ALLOW BALLOONS, PARTY POPPERS OR DECORATIONS ONTO OUR PREMISES.**

**Prior to your party**

**To book a party please visit** [**www.skatecentral.co.uk**](http://www.skatecentral.co.uk) **all bookings must be made online. Any enquiries can be made in person, via email skatecentral.mgt@gmail.com or via telephone/text at 07481151111.**

**On our website there is a menu order form, please arrive with your menu sheet filled in, if you forget this we can provide you with one on the day, but this could delay you booking in & you’re eating/skating time. There is a track and trace form on our website please fill this in with details of everyone attending your party this can be completed prior to your party or on the day.**

**On the day**

**Thursday - Please arrive with all your guest at 4:45pm**

**Fridays - Please arrive with all your guest at 6:45pm**

**Weekends - Please arrive with all your guest at 1:15pm**

**Please book your party in to the box office on arrival promptly, you and your guests will be allocated a party room which can be used throughout your visit. Once you are booked in you will given your entry and skate hire tickets. Your guests can get their skates on as soon as your booked in, it is advised they do this straight away to avoid waiting in a queue with the general public. Please ask your children to return to the party room after they have got their skates on, for you to advise them of the time their food will be served if you haven’t done this already.**

**Unfortunately we don’t cater for any allergies, if a child attending your party has a food allergy please make the coffee shop aware on the day & highlight their name on the food order form. They will be allowed to bring their own food with them and we will provide a plate and party bag for them.**

**Please hand in your food order form to the coffee shop:**

**Thursday before 5:15pm**

**Friday before 7:15pm**

**Saturday & Sunday before 1:45pm**

**When you will be advised the eating time. The coffee shop will also look after your Birthday cake if you have brought one, but unfortunately we can’t look after any other items.**

**Please be advised that we cannot change the party room location or time as this has been allocated based on the number of children booked in when you made your booking. Your party food will be served at the time given to you when you handed in your menu order form in to the coffee shop and it will go cold if your children are not in the party room.**

**At your appointed meal time, our staff will bring your party food and your birthday cake on a trolley together with the list of what each individual child has ordered. Please be advised that our staff do not serve the children their food because it’s quicker if this is done by the parents or guardians who know the identity of the children, to avoid the food going cold.**

**On the party trolley there will be jugs of juice, cups & cutlery for the children. A knife and lighter in a sealed container, party bags and condiments. Your birthday cake will also be brought out on the trolley, please be advised that our staff do not cut or serve your cake.**

**ADDITIONAL INFORMATION**

**The car park outside is privately owned and is pay and display. Please see signage as to where to park and obtain the tickets from. There is also free on street parking around the venue, outside the car park. Your Car/belongs are left at your own risk.**

**We can’t exchange child skate hire tickets for adult skate hire tickets. These need to be purchased separately.**

**If you have paid for a child and you are aware they are not going to turn up, please cross them off the food order form prior to handing this in to the coffee shop and hand their skating ticket back to the box office prior to the end of the skating session & we will issue a refund. We can’t issue a refund if the food has been ordered.**

**If more children arrive than expected please pay for them when you book in at the box office and make sure you add them on to the food order form prior to handing this in to the coffee shop (we can cater for the extra 2 to 3 children only)**

**Any associated members of your party (parents, siblings etc) can attend our venue free of charge, to drop off/pick up or remain throughout your party if they wish. You must place their details on the track and trace form.**

**Should any associated members of your party (parents, siblings etc) wish to skate. The charge is discounted to £5 each (inc skate hire). Please make the box office aware that they are part of your party or they will be charged full price. Please don’t allow any of your associated members of your party that have their own skates, put their skates on without purchasing a ticket first or they will be asked to leave.**

**Our party bags are complimentary and only contain a small pack of Haribo and a lolly pop, you are welcome to add to them with your own items if you wish. Unfortunately we can’t add the extras to your party bags for you.**

**We provide the children with a drink (jugs of juices) when we serve the food, we can provide you with extra jugs of water free of charge or extra jugs of juice can be purchased from the coffee shop at £4 each. Unfortunately, we don’t provide extra napkins, spoons or bowls for your Birthday cake. If we have any spare on the day we can provide you with candles.**

**Please be advised that you are responsible for all the children & guests that are attending your party. We don’t offer first aid, but we will call a paramedic on your behalf if required.**

**Please don’t take any drinks, sweets or food on to the skating rink surface. If any spillages occur in any part of our venue, please inform a member of staff immediately.**

**Only adults are allowed onto the skating surface in shoes and only to assist a child with balancing/skating.**

**All coats, shoes, presents etc must be taken to your party room or alternatively placed in the cloakroom that is located within skate hire at a cost of £1 per item. They must not be stored on the benches or in the coffee shop area. We take no responsibility for any items left unattended.**

**THANK YOU FOR YOUR ASSISTANCE IN THESE MATTERS WE HOPE YOU ENJOY YOUR PARTY!**