

Thank you for booking your party at Captain's Cove, please take a couple of minutes to read the following to make your party more enjoyable.....

General

By now you should have secured your party booking with the payment of a non-refundable deposit (Please note it is Captain's Cove's policy that no refunds are given for children who do not attend your party).

The balance is required to be paid at least 48 hours prior to the party.

We have the ability to take card payments over the telephone for your convenience. If you are struggling to confirm final numbers, you are able to pay for up to 4 children on the day of the party (Please do not exceed this number as we may not be able to cater for all the guests)

Why not pre order a 'Snack and Share' (consisting of: Chicken Bites, Onion Rings, Mozzarella Sticks, Chips, Garlic Bread, Garlic Mayo and BBQ Sauce) for the adults attending your party? Please ask at reception for more information regarding this, Snack n Shares can be purchased on the day of your party (£5.45 each)

Additional Party invitations can be collected from Captain's Cove reception or downloaded from www.captainscove.co.uk/parties/

Your party day has arrived!

As a party parent, please ensure you arrive 10 minutes before the party is due to commence to enable us to confirm the guest list with you in preparation for welcoming your guests. Please encourage your guests to arrive on time where we can then direct them to your VIP seating area.

Should your guests bring children that are not shown on the guest list they will be required to pay normal entrance prices for those children.

Your party will last 2 hours in total.

On arrival you will be greeted by your party host who will explain everything to you. You may be provided with more than one host depending on the type of party booked. Rest assured you can sit back and relax for the duration of the party.

Playtime will last 60 minutes for activity parties. Playtime for standard parties will last 90 minutes.

After the playtime, the party host will make a tannoy announcement to gather the children together, either for their activity or to have their party food.

You will have 30 minutes in the party room for food, after this time it may be necessary for us to reset the room for the next party. The party food will be served in the form of a mixed hot and cold buffet (pizza strips, chicken pieces, sandwiches, chips, crisps, ice cream portion). Before the children eat the party host will bring out your cake (if you have provided one) and sing happy birthday to the birthday child.

At the end of your party, your host will provide you with one free return pass, per party booked.

What must be done before the party

- Balance paid up to 48 hours before the party
- Final Numbers confirmed 48 hours before the party

What to bring on the day of your party

- Guest list completed so we can confirm all children invited on arrival
- Your birthday cake and candles
- Your party bags
- Your children!
- The rest is down to us so sit back, relax and enjoy.

Clothing

Socks must be worn at all times! These can be purchased at Captain's Cove for £1.00 per pair. It is recommended that children wear long sleeves and full length trousers, as the slides, can cause friction burns. Nylon (tracksuits, football shirts and some costumes) can be prone to burns and scorch marks!

Car parking

Captain's Cove does not have our own car park, but due to our location there are plenty around us. There is the Robin Hood's Car Park at the rear or Freshney Place opposite.

Food Allergies

If any of your guests have food allergies, please let us know 48 hours before the party so we can cater accordingly for that child. If there are dietary preferences/requirements please let us know in advance and we will endeavour to accommodate your wishes.

General Rules

Children should always be supervised by their parents or a responsible adult. It is advised to have one parent for every 5 children, and on the Toddler party one parent for every 3 children.

Captain's Cove 'rules of play' apply at all times and these can be found on the play frame at Captain's Cove or on our website. Captain's Cove will be open to members of the public unless you have chosen the Exclusive Use party (please ask for more details.)

Please consider the privacy of other guests at Captain's Cove when taking photographs or filming the party.

If the number of guest's for your party is quite large please be mindful your party may overrun slightly to ensure you receive all your party requirements.

Last but not least, enjoy your party!

Thank you, from the Captain's Cove team.

Please call if you have any questions or concerns-01472 245556

Facebook.com/captainscovegrimsby, [Twitter.com/@CoveGy](https://twitter.com/CoveGy), Instagram/captainscove

www.captainscove.co.uk