

# Party FAQs

Thank you for recently booking a birthday party with Riverside Bowl. To ensure you have a fantastic party please read the following FAQ.'s:

## **What are the minimum and maximum numbers allowed?**

Minimum number of children is 10. Maximum number of children is 12. In some circumstances exceptions can be made for extra children (in advance and subject to lane availability) please contact a member of reception staff.

## **What will happen if I have to cancel the party?**

In the event you need to cancel your party, we will attempt to transfer to a different day, transfers are subject to availability. All booked parties are subject to a cancellation charge: Up to 4 weeks prior to party = 50% refund. 28-14 days prior to party - 25% refund. Up to 14 days prior to party - No Refund. Refunds are subject to the manager's discretion.

## **Food**

Please declare any food allergies or additional requests (gluten free/vegetarian etc) during your confirmation phone call. We have no nuts in our party food however we cannot guarantee that it has not come into contact with nut based products while being manufactured. We would recommend the child brings their own food if in any doubt. Please note – peanuts are served at the bar. Unlimited orange and blackcurrant squash will be available throughout your party.

## **Can I decorate the party room?**

If you wish to decorate the room, this can be done – you will have access to the party room 15 minutes prior to your start time.

## **Do you provide invites?**

Invites are included in your package. These can be collected from Riverside Bowl or posted to you for an additional £2.99.

## **Feedback**

You will be asked at the end of your party to complete feedback on a tablet. This helps us to improve our services.

*If you have any other questions or queries, please contact visit [www.riverside-bowl.co.uk](http://www.riverside-bowl.co.uk) or contact us on 01264 568192*