

# Soft Play Parties at Rocks Lane FAQs

Below is a list of the most frequently asked questions that we receive regarding our Soft Play Parties. If you cannot find the answer to your question from the list below, please do not hesitate to contact us on 020 8994 1313 or email: [chiswick@rockslane.co.uk](mailto:chiswick@rockslane.co.uk)

## What is included in a Soft Play Party?

There are two types of soft play parties. You can have just a soft play without party food or you can have soft play and party food in our private party room. Both are charged separately. The soft play aspect of the party is charged at a set fee of £150 for up to 35 children. Party food will be charged at £7 per child. A food order form will be sent to the party organiser within a confirmation email on booking of a party. There is no party room hire charge when ordering food through Rocks Lane. The party room can be also hired out separately without the need to order food. The cost for this will be £100 for 45 minutes.

For all parties the charge for the soft play activity will be taken at the time of the booking. This acts as your deposit. If you have opted for party food we will contact you a week before the date of the party to take payment.

Party bookings are non-refundable, however we always do our best to amend the party to a different time or date where possible. Please let us know at your earliest convenience if you cannot attend your booking.

Our soft play parties last for 1 hour and the party room will be available for 45 minutes. For example: a soft play + party food party will last 1 hour and 45 minutes.

A soft play party without the party room use will last 1 hour. We have set party time slots. You will be allocated a time slot upon booking.

The soft play arena will be closed to the public and will only be in use exclusively by the birthday party for the duration your soft play booking. The party room will be closed to the public for the duration of your party room booking.

You will be able to gain access to the party room 30 minutes before the party food is served.

The café area and the seating surrounding the café and reception will be open to the public during all parties. Please note other customers will be able to use the reception, changing rooms and associated walkways during parties. The only closed off section will be the soft play arena itself. If you have any special requirements, please speak to the centre manager before booking the party who will do their utmost to help.

All soft play parties will be assigned a member of staff to watch over the soft play. He/she will be able to assist you in helping the children have as much fun as possible in a safe and controlled manner.

## What is the maximum number of attendees?

In simple terms, our soft play and party room can accommodate up to 35 children. However, to some extent this depends on the age (and therefore the size) of the children. When hosting larger parties, it may be necessary to adjust table layouts in order to comfortably accommodate all the children in the party room. This is likely to mean that all of the children will not all be seated around the same table(s).

Therefore, if you are planning a large party please discuss the specific details with one of our managers to ensure your group can be accommodated comfortably.

## How can I book a Soft Play Party?

We have two options: in person or by telephone.

**In person:** Simply pop into Rocks Lane, Chiswick at any time during our opening hours and one of our team will be able to complete the whole booking process for you. You then have the choice to pay the booking in either cash or using a credit or debit card. Please note we do not take Amex.

**By telephone:** Simply call us on 0208 994 1313 and again one of the team can complete the whole booking for you. The party booking can be paid by using any major credit or debit card (except Amex).

## What happens once I've booked my party and paid my deposit?

Once the booking process is completed, we will send you confirmation of your booking showing all of the details that we have on our system regarding your party. Please check this carefully and let us know as soon as possible if there are any mistakes, or if you would like to make any changes.

