

# BOUNCE CHRISTMAS BOOKING POLICES 2021

## Christmas on the Main Space

- The number of people in the group booked will determine the amount of activity tables and time allocated.
- At the time of booking, a £10 per person non-refundable and non-transferable deposit is taken. This will go towards the final cost of the reservation. A 12.5% discretionary service charge will be added onto the booking.
- A festive food and drinks package for every guest will need to be pre-ordered 4 weeks before the booking date.
- Within 4 weeks of the booking, a decrease of numbers could result in a new table allocation that fits the updated group size. The deposit taken associated with the decrease in numbers would be reassigned from the booking to a bar tab on the evening.
- All bar tabs and minimum spends are non-refundable and non-transferable after the event has finished.
- Ordering further food and drinks during the event will be subject to availability of the menu and will need to be settled on the day.
- All bookings are only confirmed when we receive a deposit of £10 per person to secure the booking. If the booking is within 4-weeks of the event date, the full payment is due at the time of booking. We do not hold any bookings with a deposit payment.

## Christmas with an Exclusive Area

- Our exclusive areas require a minimum spend to book. This is the minimum that will need to be pre-paid in advance of the reservation date. There will also be a 12.5% service charge added onto the minimum spend or the total food and drink pre-ordered.
- The minimum spend is fixed irrespective of group size.
- To secure your booking a charge 25% of the minimum spend will be taken, this is non-refundable and non-transferable.
- The remaining minimum spend and the 12.5% service charge must be paid in full 4 weeks before the reservation date.
- The minimum spend will be used against all food and drinks for the event. All minimum spends are non-refundable and non-transferable after the event date finishes.
- Ordering further food and drinks during the event will be subject to availability of the menu and will need to be settled on the day.
- All bookings are only confirmed when we receive a deposit of 25% of the minimum spend for the area your group is booking. If the booking is within 4weeks of the event date, the full payment for the event is due at the time of booking. We do not hold any bookings with a deposit payment.

## Christmas with a Private Room

- Booking a private room event means your booking will have exclusive use of one of our private rooms.
- To secure your booking a £1,500 deposit will be taken, this is non-refundable and non-transferable and will be used as part of your total minimum spend. The remaining minimum spend will be taken 4 weeks before the reservation date. The minimum spend is fixed irrespective of group size.
- A 12.5% discretionary service charge will be added onto the minimum spend or the total food and drink pre-ordered.
- The private room will operate on a minimum spend basis. The minimum spend will be used against all food and drinks for the event. You will pre-order food and drinks for the event and any left-over minimum spend will be used as a bar tab.
- All bookings are only confirmed we receive a deposit of £1,500 from the minimum spend for the room you are booking. If the booking is within 4 weeks of the event date, the full payment for the event is due at the time of booking.

## Cancellations at Christmas

- At the time of booking, a deposit is taken to secure the booking. This is non-refundable.
- Should your numbers drop between booking and the final payment date (4 weeks before the reservation date), the deposit paid will go towards the final payment and the activity table and time allocation will then be updated to the new number of people within the group.
- Within 4 weeks of the booking, any reduction in numbers will mean the booking will be adjusted to the new number. The deposit paid will go towards the total cost of the booking or to be used as a bar tab on the night.
- Any cancellations within 4 weeks of the reservation date will mean that any payments made are non-refundable and non-transferable. Should you need to discuss your booking with a member of the team, please call us on 0203 657 65 25.

## Food and Drinks at Christmas

- All packages, exclusive areas and private room bookings must pre order a package per person.
- During restricted periods a pre-order of a drinks package, bottomless drinks option or bar menu food and drinks may be accepted.
- All packages must be pre-ordered 4 weeks before the booking. This is also when the final number and all allergens must be taken. Bookings taken within 4 weeks of their reservation date will mean that an agreed date will be arranged with the reservations team.
- If a booking is made within 2 weeks of the reservation date, alternative items may be replaced in your packages subject to availability, and be agreed by you.
- Unlimited pizza within the Jingle Ball The Way package is for the duration of a main space ping pong booking only. For Exclusive Areas and Private Rooms, the unlimited pizza is capped for a duration of 2.5 hours.

## Games Gurus at Christmas

- We are currently underway with redesigning our infamous Games Gurus. As soon as we have the Games Gurus ready and raring to go, we will be able to book your group the Guru that fits you like a glove!

## Unlimited Drinks at Christmas

- You can go unlimited with drinks during your reservation.
- The drinks within our offer are our house beers and wines.
- Drinks will be replaced like for like once finished.
- Drinks will be served in quantities of two beers or half a bottle of wine per person each time.
- Your last round of drinks will be delivered 15 minutes before the end of your session. Don't worry if you haven't finished your drinks at the end of your booking, you will be able to finish them in our bar areas.
- Unlimited house drinks within the Jingle Ball The Way package are only for the duration of the ping pong booking on the main space. For Exclusive Areas and Private Rooms, unlimited house drinks are capped for a duration of 2.5 hours.