CHILDREN'S PARTIES

Parent's FAQs

Here for young people
Here for communities
Here for you

1. How much does my party cost?

The majority of the party packages (Traditional & Soft Play) cost £250. The one exception to this being our Gymnastics parties (£250 for ESA members, £270 for non-member. When making a party booking, the full amount must be paid up front. A party confirmation will then be emailed over. All party booking payments go through our online booking platform – Magic Booking:

https://ymcaeastsurrey.magicbooking.co.uk/Identity/Account/Login

2. What days/times do your birthday party packages run?

The majority of our birthday party packages run on a Sunday afternoon from the Redhill centre. These run in the below time slots:

- 13:00-15:00
- 14:30-16:30

Two exceptions to this:

Gymnastics parties run on a Saturday afternoon from the YMCA Sovereign centre, Reigate.

Football parties run on the Saturday afternoon from the YMCA Sports & Community Centre, Redhill.

3. What does my party package include?

Each party runs for two hours. The first hour is spent doing the chosen activity (bouncy castle, football etc). Once this hour has elapsed the party playworker will then take you upstairs to your party room for the children to eat. The party playworker will then come in for the last 20 minutes to play party games (all parties except mini bounce & play).

4. Is my party supervised by a party playworker?

Yes, all parties are supervised by party playworkers, with the exception of bounce & play parties, although they will be on site if assistance is needed. However, parents are responsible for children at all times.

5. What do I need to bring with me on the party day?

- Food and drink
- Birthday cake
- Party decorations (if sticking up decorations blu tack must be used instead of sellotape)
- Table cloths, plates and cups
- Party bags

6. Can I come in early to set up the party room?

Yes, you can come in 30 minutes before the start of the party to set up. You will also have 30 minutes at the end to tidy up (bin bags will be provided). These times must be strictly followed as it is likely that there will be a party before and after.

Bounce & Play	max. 30 children	Redhill only
Gymnastics Party	max. 15 children	Reigate only
Football Party	max. 15 children	Redhill only
Mini Bounce & Play	max. 20 children	Redhill only

7. Can I use the YMCA's kitchen?

No, unfortunately the kitchen and the electrical appliances (i.e. kettle, fridge, freezer) inside cannot be used. For teas and coffees a hot water urn will be provided if required. Please provide your own cups, tea bags, coffee granules and milk. At both sites there is access to drinking water.

8. Can I hire external agencies (disco, magicians etc.) to come in for my child's party?

Yes, you may hire external agencies to attend your child's party (you will need to ensure that the YMCA knows who is attending in advance & that the companies public liability insurance has been viewed).

9. How are the party rooms set up?

The party rooms are set up to ensure that there are enough seats and tables for the number of children attending. If you have booked a Bounce & Play we will make sure we have set the room for the maximum number of children that can attend, in this scenario 30. If you want to rearrange how the room is set up you are more than welcome to do so.

10. Are there music facilities in the party rooms?

Yes in all of the party/food rooms at both sites there are music facilities (bluetooth speakers) for you to use. You will need to bring along your own device to connect to this.

11. Can I use party sparklers in the centres?

Party sparklers are not allowed to be used in the centre as these will trigger off the fire alarms.

12. Can I use helium canisters/balloons at the YMCA centre?

Helium canisters & balloons are not allowed at the centre as these can trigger the fire alarms. We do allow a single numbered pre-filled balloon which is weighted down and no taller than 6ft (1.83m).

13. Is alcohol allowed in the centres?

Alcohol is strictly prohibited within the centres. Any alcohol found will be removed immediately.

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Booking Terms & Conditions

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1. The full amount for the party must be paid by card at the time of booking through our online Magic Booking portal. Once the party reservation is made on Magic Booking, the parent/carer will have 48 hours to secure this slot and pay. If unpaid after 48 hours, the booking will be removed and the slot will be re-opened.

2. If the parent/carer wishes to cancel, we will try to re-arrange the party to a more convenient date at no additional cost. This will be subject to the current availability of party slots at that time.

3. If no new date can be agreed and the party is cancelled, the below cancellationcharges will be in place:
   - From the date of full payment to 7 days prior to the party taking place, the YMCA East Surrey will keep £100.00 of the fee as a non-refundable deposit. The remaining £150.00 will then be refunded to the parent/carer;
   - If the parent/carer cancels the party reservation within 7 days of the scheduled party date, YMCA East Surrey will retain the entire party fee amount.









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YMCA EAST SURREY

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