**Terms and Conditions:**

* You have to be a member of the Toy Library to hire the venue. Annual membership costs £5.
* Running over the agreed booking slot, without prior notice, will result in the forfeit of the £50 deposit.
* All party rubbish must be removed from site as we do not have storage facilities. Recycling bins are available.
* The £50 deposit is returned one week after the party if no expenses have been incurred, i.e. damage to contents or the building, running over time, not removing party rubbish or the centre has been left untidy.
* The time allowed for the party is **two hours**, plus half an hour before to set up and half an hour after to allow for clearing away and saying farewell to your guests. You are responsible for clearing away left over refreshments, decorations, and personal belongings.
* Party Organisers must provide their own refreshments.
* A member of staff will be available to unlock the building at the start of the party and lock up at the end, and will remain on the premises during the party.
* The car park gates and side gates will be open for 5 minutes after the booking time; a delay in leaving the car park will incur additional charges and may result in the loss of your deposit.
* No Smoking is allowed on the Comley Bank premises.
* Children attending the party should be under ten years of age. We suggest a minimum adult to child ratio of 1:6.
* The cancellation policy for party bookings are as follows:
	+ 4 weeks’ notice: No cancellation fee payable. Fees already paid will be refunded
	+ 3 weeks’ notice : 50% of the party fee is payable
	+ weeks’ notice: 75% of the party fee is payable
	+ 1 weeks’ notice: Full party fee payable
* Any queries / complaints or damage should be reported to the member of staff at the end of the party.
* Further queries/ complaints should be directed to the Centre Manager on 208 509 3401/ E17toylibrarymanager@gmail.com
* See the FAQ’s on our website for more information.

**FAQs**

**How do we get in?** A member of staff will let you in at the start of your party, they will stay and work in the office.

**Can we bring our own food and drinks**? Yes, you can bring your own food and drink. We are also happy for you to provide alcohol to your guests. We trust you will be sensible!

**Do you have a music player?** We have a CD player with an iPod docking station. Please bring your own lead to connect your iPod.

**What can we serve food and drink on**? We have a variety of plates and dishes that you are welcome to use for serving; we also have plastic cups and plates for children and mugs for tea and coffee.

**What’s the best way to pay?** You can bring cash to the Toy Library, send a cheque by post or pay by BACS (The Centre Manager will send bank account details to you.)

**When will I get my deposit back?** You get your deposit back one week after your party. We return the deposit by cheque; either you can collect from the Toy Library or we will post it to you.

**Does the 3 hour time slot include set up and tidy up time**? Yes, you have 30 minutes before and after to set up and clear away your party. If your party is booked from 2:30-5:30pm, your party will run from 3-5pm.

**Is there parking?** On a Saturday there will be some parking in the car park but this operated on a first come first serve basis. There is permit parking on side streets. We have parking permits available for a £1 donation. On a Sunday, we have sole use of the car park.

**Is there disabled access?** Yes, the Toy Library is fully accessible, including toilet facilities.

**How many adults and children are allowed in the building**? We suggest a maximum of 30 children and then accompanying adults.

**Can we put decorations up**? We are happy for you to put decorations up as long as you remove them at the end of your party.

**Can we book an entertainer**? Yes, we have a list of contacts you might find useful.

**Do we have access to all the toys?** Only soft play equipment is available. If you would like additional toys you can hire these.

**Can we bring things the day before to store at the Toy Library?** Storage space is limited and our play sessions are busy; please bring everything with you on the day.

**Can I arrive early to start decorating**? We pay our staff for the 3 hour party cover. If you require extra time then we charge £40 per hour.