

# Barleylands Party Room Hire FAQ's

## **What does my hire include?**

Use of the main party area within one of our party rooms, plus the garden area outside.

## **Can we use the rest of the Farm Park during our hire?**

Yes. You must ensure that children are supervised at all times by a parent/guardian over 18 years of age at all times, especially when using play equipment.

## **How will you know if people are party of my group?**

Everyone guest will be asked who's party they are with and they will be issued with a sticker or coloured and coded wristband that they must wear. We will count guests as they arrive.

## **When do we need to make full payment?**

No later than ten days prior to your party date.

## **What happens if we have extra children on the day?**

We will do our best to accommodate all extra children but this will depend on capacity within the room. Standard entry charges will apply plus 10% discount.

## **I am a Barleylands Pass holder will I receive any discounts/benefits?**

Yes! Adult, child, and family passholders will receive a 20% discount off the total payment due. Please note that Annual Passes must be valid on the date of booking through and including the date the party is taking place.

## **What happens if I have paid and do not attend?**

No refund will be given.

## **What happens if I have to cancel my party?**

- Your £50 deposit is non-refundable and non-transferable at any time.
- Up to 7 days prior of the booked date your £50 deposit plus 50% of the total cost will be non-refundable or transferrable.
- 24 hours in advance and on the day 100% of your booking total is non-refundable and non-transferable

Please speak with our team as soon as possible who will discuss your options with you. Please note we may still charge you a booking fee.

## **What happens if it rains?**

We are an all-weather attraction and have plenty of indoor space so the wet weather will not affect your party. Although wellies are not needed, we advise guests to dress suitably for the weather.

## **What time do we need to arrive?**

15 minutes before your stated arrival time is ideal. Please speak to the party team in advance or on the day for further details. Please note we do not have anywhere to store items before or after the party has finished.

## **When can we access the party room?**

15 minutes before your hire time.

## **Can we access the party room with a vehicle?**

No. You must park in the main car park and carry items to the party room. Please speak to our friendly team though as we may be able to help you move items.

## **What happens after our party has finished?**

You have 30 minutes to clean and vacate the room. All paying party guests are welcome to stay in the farm until closing time.

Children being picked up must be taken by the party organiser or nominated guardian over 18 years of age to the ticketing kiosk to meet the respective parents/guardians.

**Can we decorate the party room?**

Yes, if you would like to put up decorations such as banners and balloons, please check with the party team in advance. Please note that we do not allow pinatas or confetti and no balloons around the Farm Park.

**Can we bring in external companies for entertainment?**

Yes – however we will require the Companies PLI and Risk Assessments E-mailed to [Farmpark@barleylands.co.uk](mailto:Farmpark@barleylands.co.uk) also if the entertainers require to use our electric outlets, then we will also require their certificates for their equipment to show that they are PAT Compliant. Please let Barleylands know ASAP if your party will have external company attending our site. Also be aware of the time restraints that your party may have.

**What's happen to my rubbish?**

Please leave bin bags in the room and we will collect them and dispose of them.

**Can you cater for our event?**

No. Please contact Tiptree Tea Room to pre-order party platters for collection on the day (01268 522619).

**Do you provide any crockery, utensils or other kitchen-based supplies?**

No. You are also not permitted to bring any electrical plug in items with you.

**Do you have facilities to cook or heat up our own food?**

No. You are also not permitted to bring any electrical plug in items with you.

**Do you have a kitchen area we can use?**

No. You are also not permitted to bring any electrical plug in items with you.

**Can I bring my own appliances?**

No. Use of cookers, kettles, microwaves or other heating and electrical devices are not permitted.

**Is alcohol permitted?**

Strictly NO alcohol permitted. Alcohol brought on site will be confiscated and disposed of, all adults consuming alcohol or believed to have consumed alcohol will be required to leave the site immediately with no financial reimbursement of any kind.

**Can I use candles on the birthday cake?**

Yes, however NO sparklers or candles with effects are permitted. Please be careful when using and around flames.

**Can I play music?**

Yes, however music levels must be kept to a minimum and within the main room only. Music cannot be heard externally of the room. We are a family attraction therefore music must be suitable for children 8 years and under. Anything marked with *Parental Advisory Explicit Content* is strictly prohibited. Barleylands reserves the right to withdrawal the use of music from the venue at any time.

**Can we smoke or vape?**

No smoking or vaping permitted anywhere within the Farm Park

**Is sunbathing permitted in the garden?**

Yes. However, swimwear is not permitted and guests must wear, a shirt covering the full torso, shorts and shoes at all times.

**Who should I contact if I have any further questions?**

Email: [farmpark@barleylands.co.uk](mailto:farmpark@barleylands.co.uk)

Contact: Farm Park Team on 01268 290229