

## Barleylands Birthday Party FAQ's

### What time do we need to arrive?

We aim to start our parties promptly to ensure all activities can run within your two-hour slot. Guests should arrive 10 minutes prior to the start of the party. Late guests may unfortunately miss out on some activities.

If you are booking an Early Bird, Farmyard, Pony, Pizza, Exclusive Room Hire, Reptile, Exotic Mammal, Birds of Prey, Pottery party or Make a Bear Parties, all guests are welcome to enjoy the farm before or after the party (During opening hours only). Please note we do not have anywhere to store belongings outside of your allocated party booking time slot.

### 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. Animal activities take place in our indoor Animal Barn and our tractor ride has an enclosed trailer (Farm and Pizza Parties only). Although wellies are not needed, we advise guests to dress suitably for the weather.

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

No later than 10 days prior to your party. Please call our party team 10 days prior to your party to confirm your final number, any dietary requirements, sandwich order (if applicable, please see What Food do you Provide section for more information) and final payment (We do not accept American Express).

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

We will do our best to accommodate all extra children; but will depend on capacity within the party room. Food and party bags will not be available; additional food boxes can be purchased from Tiptree.

### What happens if I have paid for a child and they 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 10 days prior of the booked date your £50 deposit plus all costs for food items 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.

### What food do you provide for the children?

Farmyard, Pony, Reptile, Exotic Mammal, Birds of Prey, Pottery and Make a Bear parties include a food box made fresh on the day by Tiptree. Each box will contain a sandwich (ham, jam, or cheese), crisps, chocolate biscuit, yoghurt, and a carton of juice.

At Pizza Parties children eat the pizza they create and we provide squash and water to drink. All crockery and utensils are provided.

Soft Play, Early Bird Play barn Hire and Party Room Exclusive Hire does not include food.

**Do you cater for food allergies/intolerances?**

Where possible the food is prepared to be allergen free where asked, however they are prepared in an environment that may have trace elements, so cannot be guaranteed 100% allergen free. If an allergy is severe, then it would be best to provide a sandwich or alternative from home that can be guaranteed allergen free.

**How do I confirm my food order?**

Please contact the farm on 01268 290229 or farmpark@barleylands.co.uk between 10am and 3:30pm no later than 10 days prior to your party. We are sorry but after your order has been processed this cannot be changed. If we do not hear from you 10 days before the party, your food order and guest numbers will default to the minimum order number of 10 all containing jam sandwiches (Farmyard, Pony, Reptile, Exotic Mammal, Birds of Prey, Pottery and Make a Bear parties) or pizzas (Pizza party only)

**Do you provide food for adults?**

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

**Do you provide drinks for adults?**

Tea and coffee urns can be purchased from as little as £20 per booking. This includes hot water, tea bags, coffee, sugar, milk, and disposable cups. These must be ordered at least 24 hours in advance, please call 01268 290229.

**Is alcohol allow on site?**

Please note that alcohol is strictly prohibited. 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.

**Do you provide food for Play Barn parties?**

No, however we do provide tables for you to bring a cold buffet. Alternatively, you can order food from outside companies e.g. pizza.

**Do you have facilities to cook our own food?**

Unfortunately, we do not have these facilities. You are also not permitted to bring any electrical plug-in items with you.

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

All paying party guests are welcome to stay in the farm until closing time.

**What is included in the party packs?**

An Activity booklet, Stickers poster, Crayons and more, plus a Barleylands free child voucher to return within 3 months.

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

15 minutes before the children sit down to eat. 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.

**How many people can attend a Hire Party?**

For morning Early Bird Parties, it is a maximum of 50 people, for the evening Play Barn Parties it is a total of 100 people, for our exclusive Party Room Hire, it is a maximum of 40 people. This includes adults and children.

**What is best to wear for soft play parties?**

For a morning or evening soft play party we Strongly recommend that children wear long sleeved tops and trousers as arms and legs must be covered to use the drop slides this is to prevent friction burns. This area remains parental supervision only.

**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.

**What do I need to bring for the cake?**

Please bring your own cake and candles (We do not allow fountain candles in any of our party rooms). We provide everything else (Serviettes, cake cutting knife, matches etc). If your party has a theme you would like to stick to – you are welcome to bring your own decorations and serviettes for your party hosts to use.

**What activity will I do at a Pottery Party?**

Choose at time of booking from plate painting or Animal Figurines painting for your whole party.

**Can the adults join in with the Pottery Party?**

Due to space restrictions and style of activity, no more than four adults can accompany the group to Peacock Pottery Barn.

**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.