

BOOKING TERMS & CONDITIONS



DEPOSITS:

In order to secure a reservation at Christmas a deposit of £10 per person is taken at the time of booking. This is a non-refundable and non-transferable transaction and is inclusive of VAT. Deposits can be made by credit or debit cards, but alternative suggestions can be offered by our team if required.

PING PONG & WONDERBALL:

Your group size will determine the amount of tables and length of time we allocate you. For Wonderball bookings with multiple tables, 1 Wonderball table will be allocated. This will be confirmed to you in your booking confirmation email sent once the booking is secured in the system. For a reservation with a Wonderball table, an extra £1 per person will added.

EXCLUSIVE AREAS:

Our exclusive areas at Bounce are subject to availability and are formed differently to a regular main space reservations. The Exclusive areas can be booked for up to 4 hours. To book an exclusive area, we require a minimum spend which is to be pre-paid 4 weeks prior to the event date. A non-refundable and non-transferable deposit is taken at the time of booking which is also part of the minimum spend. The minimum spend can be used towards food, drinks and entertainment. A 12.5% service charge will be added onto the minimum spend.

PRE-ORDERED FOOD AND DRINKS:

All-In Food and Drinks Packages

For the best experience possible at Christmas with Bounce, we will require a pre-order of a food and drinks package. What packages are available will be confirmed at the time of booking. The deadline for final numbers and full payment is due 4 weeks before the booking date. The number of people in your group size will be the number of packages booked. If you secure a Christmas party that is less than 4 weeks away, full payment and confirmation of food and drinks order is required at the time of booking. For smaller groups of 6-9 people, food and drinks will be served in our bar/lounge area before or after your ping pong booking. This will be communicated to you in your email and by your reservation account executive at the time of booking.

Ultra-Violet Go Unlimited Drinks:

You can go unlimited with drinks during your ping pong or Wonderball booking. The drinks within our offer would be our house beers and wines. Drinks will be replaced like for like once finished, on a basis of 2 beers or half a bottle of wine per person. Your last round of drinks will be delivered 10 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.

Upgrading to the Premium Ultra-Violet Go-Unlimited allows your guests to have a champagne reception and then our premium beer and wines throughout your ping pong reservation.

Ultra-Violet Go Unlimited: £25.00 per person

Premium Ultra-Violet Go Unlimited: £35.00 per person

CONTACT

020 3657 6525

www.bouncepingpong.com

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Food and/or Drinks Pre-orders

For bookings at certain time, a pre-order of drinks and/or bar menu items is required. This will be communicated to you at the time of your booking and will also be in a confirmation email sent to you at the time of booking.

Please note that all changes to food and drink pre-orders are on request and will always be tried to be accommodated however this will be subject to availability.

GAMES GURU BOOKING:

Games Guru Add On

Once availability for a Games Guru is confirmed by the Reservations team, full payment is required immediately. Games Gurus base the experience on the total numbers in the group and final numbers must be confirmed at least 4 weeks prior to the booking. This will be the guaranteed minimum number charged for. If numbers decrease, or the Games Guru booking is cancelled prior to the 4weeks, the cost of the Guru experience will be redeemed against the bill on the night, or provide full refund upon request. If numbers decrease or the Games Guru booking is cancelled less than 4 weeks before the event, the paid funds will be forfeited.

Ultra-Violet All-In Packages

For the ultimate experience at Bounce, we would always recommend having the Ultra-Violet All-In Package. This includes having a Games Guru experience included within this packages.

We try to accommodate all our guests with the opportunity to have a Games Guru, however in exceptional circumstances there may be times where a Guru is not available. If unavailable, the cost of the Guru would then be deducted from the cost of the package price per person.

CANCELLATIONS/DROP IN NUMBERS:

4 weeks in advance of the event

If, for any reason you need to cancel your booking, your deposit of £10.00 per person will be forfeited. If you have paid for any other items, such as a Games Guru or food and drinks, we will be able to offer you a refund for these costs. If your numbers decrease before taking final payment for your booking, the deposit of £10.00 per person will be lost for the number now not able to attend.

Within 4 weeks of the event

Should you need to cancel your booking within 4 weeks of the event date, both your deposit and any paid funds is lost. During the festive season, we will not be able to transfer any balance over to another date. If your group decreases in size, the number you have booked for is the minimum number that will be catered and paid for. Should your numbers decrease, the number of tables and time allocation may be reduced to the updated number in adherence to the booking policy.

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