

Jolly Bubble Party Room Terms & Conditions

About Time

- Please arrive no earlier than 15 minutes before your scheduled party room time.
- All parties, except for Private Parties, include 2 hours, and all guests must leave the room at the end of the allotted time. If guests stay more than 10 minutes past the scheduled time, an additional room usage fee will apply.
- Guests are welcome to enjoy the playground area up to 15 minutes before their party room time.

Adult Supervision

- Each child under 2 years old must be supervised by one adult at all times.
- One adult may supervise up to two children aged 2 or older. (Children from the same family are excluded from this rule.)

Room Setup & Clean Up

- The default setup includes cutlery, paper plates, cups, napkins, and tablecloths, prepared based on the party package purchased.
- Room cleaning is included. However, you are required to take all of your belongings — including any leftover food, drinks, and decorations — with you at the end of the party.
- If the party room is found to be excessively messy, an extra cleaning fee equal to 20% of the total party cost (before tax) will be charged.

About Food

- All food must be peanut/nut-free.
- You may bring your own cake or order from our partnered bakery in advance to enjoy a special discount.
- Any changes to party packages or pizza orders must be communicated with the store at least 4 days before the event.

Prohibited Activities

- Alcohol consumption, gambling, or any activities that violate Ontario or Canadian laws are strictly prohibited within Jolly Bubble premises.

About Birthday Song & Photo Time

- Parties can choose to have the stage area for 10mins to sing the birthday song and take photos with friends and family.



- Staff will take photos for the guest of honour, and 1 free print-out will be provided. Photos taken by our staff are property of Jolly Bubble, and they can be used for social media posts, unless otherwise disagreed prior to the party.
- Additional photos can be purchased at an extra cost.

Decoration Policy

- Decorations may be put on the wall with art masking tape. Clear tape, glue, or staples are not allowed. Damage to the party room wall or the decorative board will be subject to a damage fee, which is 20% of the total party cost (before tax).
- Hydrogen balloons are not allowed inside the playground.

Cancellation Policy

- Cancellations made within 24 hours of booking are eligible for a full refund.
- Cancellations made 7 days or more prior to the scheduled reservation are subject to a \$250 non-refundable fee. The remaining balance will be refunded by store credit.
- Cancellations made less than 7 days prior to the scheduled reservation will be subject to the full payment.

Rescheduling Policy

- Rescheduling requests made more than 3 weeks prior to the scheduled party date may be accommodated at no additional cost, subject to availability. The new date must have an available party room slot.
- Rescheduling requests made within 3 weeks but at least 7 days prior to the scheduled party date are subject to a \$150 rescheduling fee, subject to availability.
- Rescheduling requests made less than 7 days before the scheduled party date cannot be accommodated, and the original booking will be subject to the cancellation policy.
- If the original booking is made less than 3 weeks before the scheduled party date, the rescheduling eligibility and fees will be determined based on the remaining time before the party date and follow the applicable timelines outlined above.