

PLAYLOOLA

INDOOR PLAYGROUND

Party Room Terms & Conditions

Please read carefully before your event.

Timing

- Arrive no more than 20 minutes before your scheduled party room time.
- Party room sessions are 2 hours (Private Parties excluded). All guests must exit at the end of their session.
- Staying more than 10 minutes past the end of your booking will incur an additional room usage fee of \$50 for every 10 minutes.
- Guests are welcome in the playground area up to 15 minutes before the party room opens.

Adult Supervision

- Children under 2 years old must have a dedicated adult supervising them at all times.
- One adult may supervise up to 2 children aged 2 and older.
- Siblings from the same family are exempt from the 2-child supervision ratio.

Room Setup & Cleanup

- Your room will be set with cutlery, plates, cups, napkins, and tablecloths based on your package.
- Room cleaning is included. All personal belongings, leftover food, drinks, and decorations must leave with you at the end of the party.

△ Leaving the room in an excessively messy condition will result in an additional cleaning fee of 20% of your total party cost (before tax).

Food & Cake

- Playloola is a completely nut-free facility. No nuts are permitted anywhere on our property.
- Outside food is not permitted — we take care of the spread! The only exceptions are your birthday cake, cookies, and cupcakes.
- Playloola does not guarantee fridge and/or freezer space available to store outside foods.
- Need to change your food order or package details? Just let us know at least 3 days before the party.
- Pizza orders must be finalized 3 days in advance — same-day pizza orders cannot be accommodated.
- Hungry during the event? Wings, nuggets, and fruit & veggie platters are available to order on the day.

Decorations

- We set up your table with plates, cups, cutlery, napkins, and tablecloths — if you're bringing your own, please inform us ahead of time.
- We handle the cleanup. What we ask of you: take everything that's yours — food, drinks, gifts, decorations — when you leave.
- Decorations are welcome — stick to art masking tape only. No clear tape, glue, or staples please.
- Hydrogen balloons are not permitted inside the playground.

△ Damage to party room walls, backdrop arch, or loot bag wall will result in a fee of 25% of your total party cost (before tax).

Prohibited Activities

- Alcohol, gambling, and any activities that violate Ontario or Canadian law are strictly prohibited on Playlola premises.

Payment Policy

- A \$300 non-refundable deposit is required to secure your party booking.
- Party entertainment add-ons (e.g., magic show, bubble show, face painting, balloon twisting, and photo package) are non-refundable once confirmed.
- Remaining package balance must be paid in full at the start of your party before entering the party room to begin set-up.
- Any additional charges (e.g., add-ons, extra guests) incurred during the party must be settled at least 30 minutes before the end of your scheduled party time.

By completing your booking, you agree to these terms. Questions? We love hearing from you — reach out before your party!

