

How to Book & FAQs

How do I book?

We will create the booking for you. Payment of the deposit is required within 48 hours either via credit card over the phone or EFT

I don't know the final numbers yet?

Please see below the deposit required, depending on your group size:

46-60 people – minimum deposit required is for 46 people
61-75 people – minimum deposit required is for 61 people
and so on.

When do I tell you my final numbers?

Please let us know two weeks prior to your event. We will take final payment from you then.

Our HR Department requires a Risk Assessment

We can supply this and also a copy of the pre-arrival waiver.



Full Venue Hire Cancellation Policy

When you book your event with us, you're getting the whole place to yourselves at a special price—no sharing, just pure fun! Because of this exclusive experience, our cancellation policy for full venue hire is a bit different from our usual one.

Cancellations and Reductions in Numbers

We can offer a full refund if your booking is cancelled 60 days or more before your original booked session. If you are reducing numbers below the deposit / minimum lane fee, we also require 60 days notice.

Any cancellations less than 60 days will forfeit the deposit / minimum lane fee applied at the time of booking.



This also applies to transferring the date and time of your event.