

Kazoom Café Regulations

- There will be a refund of \$35.00 if you inform us of the cancellation by email or phone at least 72 hours in advance. Otherwise, the deposit is non-refundable.
- A charge of \$30.44+TX will be applied if the date or time of the party needs to be changed for any reason.
- If you wish to book a double size room, you have to pay for the minimum number of kids in a double room. This means that you would be responsible for paying for the minimum number of kids even if you confirm less than that number in your guest list.
- The duration of the party is limited to 2.5 hours; 30 minutes to let your guests arrive, 1.5 hours in the room and 30 minutes to prepare to leave. Afterwards, your party will be expected to leave the facility.
- As the birthday child's parent(s), you need to arrive before your guests. You also need to ensure that they have all departed before you leave. Your birthday guests will not be admitted or allowed to stay if you are not at Kazoom Café.
- The party invoice must be paid before entering Kazoom.
- A completed guest list is needed 48 hours before the party to ensure that your guests have priority within our capacity limit.
- The list provided is a confirmation of the number of guests you will be expected to pay for. If the guest list is not sent on time, you will be responsible to pay for the amount of people indicated on the reservation.
- There will be no refund given for guests who do not show up or who cancel last minute.
- If capacity allows, extra time in the room can be added for a fee of \$66 + TX per 30 minutes additional.
- If you choose to bring your own food for your birthday, a charge of \$30+TX will be added to your total bill. The food that you bring must be nut free and can only be consumed inside the birthday room. Bringing the food from the party room to our café is not permitted. Alcohol is not permitted inside Kazoom.
- You may bring your own decorations. However, these cannot be taped or glued to the walls.
- Food and drinks are NOT allowed on the carpeted area nor are they allowed in the structure.
- Kazoom Cafe is a socks only facility for both children and adults. Please make sure that all guests conform to this. We sell socks at an additional price of \$1.74 +TX.
- Strollers must remain in the coatroom area and are not allowed inside.
- All guests must obey the government regulations concerning the use of face masks.
- If any of the rules are not respected, Kazoom reserves the right to cancel this contract immediately with no refund.