

# CineKids Parties **Frequently asked questions.....**

## **Q. Where are the parties held?**

Our primary room for holding parties is the Participation Space - capacity of 25\*. DigiParties are held in our Digital Studio - capacity of 15\* with the buffet held in either The Green Room - capacity of 20\* or The Participation Space depending on availability and numbers. \*Capacities and set up vary depending on activity booked.

## **Q. Can I view the room before the day of the party?**

We will make every attempt to show you the party room before you book. However our building is busy and we have frequent events and hires in spaces so it may not always be possible to view the room at short notice. Our reception team will be able to advise you of a time when the room is not being used so that you can come in.

## **Q. Is the CineKids film suitable for my child?**

QUAD makes a recommendation about the suitability of a film for children by including it in the CineKids programme but the responsibility for determining the suitability for the particular group of children you are bringing does lie with you. If you would like additional information about the content and classification of films we strongly recommend that you visit [www.bbc.co.uk](http://www.bbc.co.uk).

## **Q. Will we all sit together in the cinema?**

Our CineParty includes reserved seats in the cinema so sitting together will not be a problem unless the film is already very busy. If there are any additional numbers to the party at a later date then we will do our best to make sure you are all sitting together but this may not always be possible for popular screenings.

## **Q. When will my child's Happy Birthday message be shown?**

Your child's birthday message is included in our pre-film slideshow, so do make sure you take your seats in enough time to see this.

## **Q. Do you provide a party host?**

No. We were very careful when we were putting the package together not to offer services which we were unable to comprehensively provide. Provision of staff to host parties would be difficult for us and potentially expensive for parents. Instead, we decided to offer free tickets to two adults with every party to ensure that costs remain low and you do not have to pay to host the children yourselves. The workshop leader for, Drama Parties and DigiParties attends only to facilitate the workshop activity. We allocate an hour for the party tea and hire of the party room in addition to the film/workshop. This time is supervised solely by the adults attending with the children and not led by QUAD staff.

## **Q. Is the party space decorated?**

No. It is difficult for us to anticipate the preference of each birthday boy or girl and we would have to transfer the cost to the parents. However, if you would like to have decoration for your party, we would be very happy to do it for you. Simply bring your decorations to us in the seven days leading up to the party date and we will make sure that they are in place and taken down afterwards.

## **Q. Can I provide my own items for the party?**

Absolutely! We have party extras available at an additional cost if you would prefer not to bring your own items. These extras include QUAD Party bags, which contain a small toy, an activity book, crayons, sweets, a balloon. We also have popcorn, Fruit Shoots and Sweetie Bag packages on offer. The only thing we do not allow people to bring is their own food (except birthday cake) for health and safety reasons.

## **Q. What facilities are available for the party?**

We provide the party space and a music system with facility to play a CD or iPod playlist. We do not provide specific music and instead encourage parents to bring their child's favourite music with them. If there is anything you would like to have for your party, we are always open to ideas and will let you know if we can do it or if there would be a charge for us to provide it so please do ask!

## **Q. Can I bring my own birthday cake?**

Yes, you can. However, please be aware of health and safety if you are choosing to make your own cake. If there is anything on your cake which represents a safety or fire hazard, we will be required to prohibit use of it or candles to be lit until we feel that it is safe to go ahead. We would only do this in the express interests of everyone's safety, including yours!

## **Q. Is there anything that I am NOT allowed to have for my party?**

Yes. We do not permit indoor fireworks or anything else that would compromise our health and safety policies. We do have to honour all child protections and safeguarding policies and if our staff felt that these were being compromised, they would be obliged to act. We also ask you not to bring any of your own food or drinks into the building (except birthday cake). We will always aim to make anything you would like to do possible, so please speak to us in advance and we will do everything we can to assist.

## **Q. What happens if a child can't make it on the day of the party?**

QUAD operates a policy of no refunds or transfers. This applies to all events across our programme and we reserve the right to refuse requests of this nature. In the event of a child not attending please make contact with the Duty Manager at QUAD at the earliest possible opportunity to discuss what options may be available.

## **Q. If I want to bring more than two adults to supervise the party, how much will I have to pay for the extra cinema tickets?**

You can bring as many extra adults as you like to the party within room capacity. Once you have received your two free tickets, you will just need to pay the CineKids price of £3.50 for any additional adults to see the film.