

F.A.Q General

What are our opening hours and holidays?

Term Time: Fri-Wed 10.00am to 6.00pm with last entry strictly at 4.30pm. Funtastic is closed on Thursdays during term time.

Holiday Time: Mon-Sun 10.00am to 6.00pm with last entry strictly at 4.30pm

Please note we close at 3.00pm with last entry at 1.30pm on Easter Saturday, 11th July and New Year's Eve.

We close for annual holidays on New Years Day, Easter Sunday, 12th and 13th July, Christmas Eve, Christmas Day and Boxing Day.

Our monthly ASD Sessions are held on the first Monday of the month (with the exception of deep cleans) on these days Funtastic is closed for general play at 5.00pm with last entry at 3.30pm.

We do close throughout the year for deep cleaning these are usually the first Monday and Tuesday of January and the first Monday and Tuesday of September, but please check exceptional closures on our website or look for updates on our Facebook Page.

Due to car parking access and staffing, Funtastic may close in adverse weather. Please ring the centre before making your journey especially if there is snow.

What age is the centre suitable for?

Our centre primarily caters for children from walking up to aged 11. We have 2 frames. Our toddler area is for children aged 3 and under. Children over this age will not be permitted in this frame at anytime and will be asked by staff to move to the other frame. The area requires parental or guardian supervision of children at all times. Our larger frame is for children upto the age of 11. Children aged 3 and under may enter this frame with adult supervision.

Parents and guardians can accompany children in both frames. They are required to wear socks at all times and must not use any of the slides or rides.

Is the centre suitable for babies?

That really depends on the individual child.

We have a sensory room with bubble tubes, an infinity tube and fibre optics, which babies can enjoy. We also have bouncers and high chairs available on the main floor.

Babies who are able to sit and crawl are more than welcome to explore our toddler frame. There is no charge for babies until they are over one and walking.

How much is entry?

Entry to Funtastic is dependent on age. There is no charge for adults or babies under one and/or not walking.

During term time we operate Toddler Time, Monday to Wednesday and Friday 10.00am to 12.00pm. Entry for pre-schoolers during this time is £3.95 and this includes toast and juice. At all other times entry is £4.95 for children aged 3 and under and £5.95 for children aged 4 to 11.

Children over the age of 11 are not permitted within the frames.

How long is the session time? And do I need to book?

There is no restriction on session times during quieter periods.

However, at peak times such as weekends, school holidays or bad weather a 90-minute session will be enforced. Exit times will be given on entry and noted on your shoe ticket. Please do your best to adhere to the time as we do have restrictions on the number of people we can have in the building.

Booking is only required for parties and groups/organisations. For general play your 90 minutes starts whenever you arrive.

What is a quiet time to come?

This really is a difficult one as it is very dependent on time of year, weather and party numbers. During term time, Saturdays and Sundays are our busiest days with 12 parties each day as well as normal entries. Peak times on these days would be at 11.00am to 12.00pm and 2.30pm to 3.30pm.

During school holidays rainy days are very busy. The centre is usually full to capacity by 11.00 am. We then operate a queuing system which can cause a wait in reception.

If the centre is full we will do our best to post this on Facebook. If you wish to find out if we are busy you can call the centre on 02890 815678 and we can certainly let you know if there is a wait in reception. If we don't answer the phone, we probably can't and would leave your visit to another time.

Do we have to book the sensory room?

No the sensory room doesn't need booked. The room is available to use at any time. It is kept locked, but just ask at reception to gain entry.

We are coming to celebrate a birthday, but haven't booked a party. Can we bring a cake?

No, we cannot allow cakes outside of our pre-booked party rooms. Lit candles would pose a fire risk on the open floor and as we are a nut free zone we need to monitor any outside food brought in.

Do you hold allergy items?

Yes, we can offer chicken bites, fish fingers and cocktail sausages in gluten free, wheat free, dairy free and egg free alternatives. Allergy meals are served with McCain oven chips. Vegetarian cheese pizza is also available.

If, however you would prefer to provide your own allergy food, this is a not a problem. Just let us know when you are in reception at entry. Allergy and diabetic information is available at the café.

Pom Bear crisps and a small selection of diary free choc is kept behind our café. Please ask your server. We do keep a range of baby jars for purchase. A Microwave and hot water for bottles are available at the café.

PLEASE NOTE FUNTASTIC IS A NUT FREE ZONE

Can we pay by credit/debit card?

Yes, both cash and credit/debit cards are accepted at both our reception and café tills.

There is a £5 minimum spend at our café. Cashback is available at our reception till for amounts of £5 and over.

