

Great Time Party Guarantee

At Dizzy's Castle we will always strive to make your child's birthday party really special. But for your piece of mind when booking a party with us, we offer our **Great Time Guarantee**.

We guarantee that your child will have a Great Birthday with us. If they don't, we will provide your child with their next birthday here at **NO COST***(conditions apply).

Obviously our **number 1** aim is to make sure you and your child have a great time. To that end, we ask you to notify us as soon as possible if there is something you or your birthday child is unhappy about, so that we can do everything in our power to resolve any situation quickly.

Conditions of Use

In order to make a claim, **your child** must voice their dissatisfaction at the end of their party, prior to leaving the venue on the day. You will then receive a complaint form to fill out and return to us.

On receipt of your child's complaint form, we will contact you to discuss their dissatisfaction. If deemed valid, we will provide your Child with a Free Standard Birthday Party for twelve children to be used here within 12-24 months after the date of their original party. (Offer is not transferable)

Please note that the cause of their dissatisfaction must be unrelated to:

- Any accidental injury.
- Your Child's reaction to a Dizzy the Dragon appearance.
- Any factor outside the control of the management.