

CONDITIONS FOR GREAT TIME GUARANTEE



Complaint OR dissatisfaction with the party must be voiced by the child after the party and prior to leaving the venue on the day of their party.

Cause of dissatisfaction must be unrelated to any accidental injury occurred whilst playing at the venue, Dizzy appearance or any factor out of the control of management.

Upon completion and return of the complaint form, Dizzy's castle aim to provide the birthday child at no additional cost, a standard party package for twelve children to be used between 12-24 months from the time of the birthday party.

Please note: Offer is not transferrable to any other child.