

## FREQUENTLY ASKED QUESTIONS

Are parties at Espaço Kids just for children?

Yes. The parties are only for children aged 3 to 12.

Do children have to wear socks?

Yes it is mandatory. For safety and insurance reasons, the use of non-slip socks is mandatory.

Do you have parties together, children and adults?

No. Our parties, both games and snacks, are only for children

Can adults participate in parties at Espaço Kids?

No. Parties are just for children.

Can children's parents enter the play area?

No. Only the parents of the birthday child can enter the play area to take photos.

Can parents of invited children stay in the Espaço Kids?

They can. We have a reception where we have free TV and internet while you wait for your child.

Are parties at Espaço Kids exclusive?

Yes, they are exclusive. During the 2 hour period, we only hold your party, thus avoiding major confusion, with many parties at the same time.

Do uninvited children enter the play area?

No. Parties are exclusive and only two children are invited.

When can we enter the Espaço Kids?

Entries can be made 10 minutes before the party starts.

What cake do the parents bring?

Yes.

Can I bring a snack for the parents?

No. The snack is only for children.

Can I bring food to add to the Kids menu?

Yes, you can bring more food to add to our menu.

Can I bring something for parents to eat while they wait for their children?

No. In Espaço Kids, adults can only eat a slice of cake at the end of the party.

Can adults eat at the Espaço Kids?

Yes. They can have a slice of cake at the end of the party.

If I choose to bring a snack, do I have to bring plates, cups, etc.?

Yes, in the space menu option you will need to bring plates, glasses, spoons, etc.

During snack time, can anyone access the snack area?

No. During snack time, only the parents of the birthday child or child have access to the snack area. Any entry is always subject to authorization.

Do the children eat alone or does someone help them?

Our monitors are there to serve the children.

How does the store decoration work?

The space where children eat is always decorated, but if you wish, you can bring balloons, congratulations screens or other types of decoration. We do not do any type of special/themed decoration.

Can I hire a third-party company/person to provide services at Espaço Kids?

We do not accept external companies/people to provide services at Espaço Kids

Can I go early to decorate the space?

Entry to the space can be done 10 minutes before the party starts. Decorating can be done while children are playing.

Does Espaço Kids have insurance to prevent any accidents?

We have all mandatory insurance. If a child does not have non-slip socks, the excess to claim the insurance will be the responsibility of that child's parents. We have insurance for both children and other people inside the store.

Is the Espaço Kids equipment certified?

Yes. Our equipment meets all safety rules. They are certified by ISQ.

How long do I have to book the party?

The ideal is to book 1 or 2 months before the desired date, as it may happen that there is no space for your party.

How much does it cost to reserve a party?

They are €30. The rest of the amount is only paid at the end of the party. In case of withdrawal, you lose the right to the deposit.

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Do you have Monitors during the party?

We always have 1 or more Monitors, depending on the number of children per party, monitoring and guiding the children. They are monitors, not entertainers, and their role is to always be attentive to each child's needs and help with anything needed. Children must comply with all instructions given by the monitor and respect all safety rules and allow the party to run smoothly until its end. Children must respect the monitors and all children.

What is the maximum and minimum number of children per party?

Maximum number of 25 children. There is no minimum number. All children who enter the play area pay, even if they arrived late or had to leave early.

If I invite 15 children and only 10 show up, do I have to pay for 15?

No. Here at Espaço Kids, we only pay for children who show up. We have a minimum value per party of 130€. The birthday person does not pay above this amount.

If I book through existing channels, will my reservation be guaranteed?

Booking through existing channels does not mean that the reservation is guaranteed, only after validation on our part do we guarantee the reservation.

What is the best day/time to visit Espaço Kids?

At the weekend, as we are always partying, visits are always more complicated, it's impossible to talk.

The best thing is to schedule a day and time during the week that is of interest to both parties.

I leave work late, can we visit Espaço Kids after work?

Yes you can. Just schedule the day and time, this makes it easier to show the store and explain the essence of our parties.