

# **House Rules**

These house rules set clear expectations for behaviour and safe use of the venue. They help ensure that all guests can enjoy the space while protecting the environment, equipment, and surrounding community.

The named booker is responsible for ensuring all guests follow these rules throughout the booking.

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## **1. Self-Serve & Unmanned Use**

Tovah operates as a self-service venue.

- No staff are present during bookings.
- Guests are responsible for setting up, supervising activities, and packing away.
- Clear guidance and signage are provided to support safe use of the space.
- Contact details are provided in your booking information should assistance be required.

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## **2. Behaviour & Respect for Others**

All guests are expected to behave respectfully and responsibly.

- Activities and play must be conducted safely and considerately.
- Rough, unsafe, or disruptive behaviour is not permitted.
- Equipment must be used only as intended.
- Guests must respect the venue, equipment, neighbours, and surrounding area.

Tovah reserves the right to end a booking early if behaviour is unsafe or inappropriate.

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## **3. Occupancy & Supervision**

- The maximum occupancy of the venue is 45 persons, including children and adults.
- Maximum occupancy limits must be observed at all times.
- Children must remain under appropriate adult supervision throughout the booking.
- Activities should be suitable for the ages attending.

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## **4. Equipment Use & Care**

To keep everyone safe and protect the venue:

- Use equipment only for its intended purpose.
  - Follow any safety guidance provided.
  - Do not remove equipment from the premises.
  - Report any damaged or faulty items.
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## 5. Noise & Music

We want everyone to enjoy their celebration while being considerate to others.

- Music is self-serve and may be played during your booking.
- Volume must be kept at a reasonable level.
- Doors should remain closed when music is playing.
- Please be mindful of neighbours when arriving and leaving.

If noise levels become excessive, you may be asked to reduce the volume.

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## 6. Prohibited Items & Activities

For safety and to protect the venue, the following are not permitted:

- Confetti, glitter, or party poppers
- Smoke machines, fog machines, or open flames
- Candles, fireworks, or sparklers
  - Standard Birthday candles are accepted.
- Tape, nails, or adhesives that may damage surfaces
- Alcohol during self-led events
- Illegal substances
- Any activity likely to cause damage or injury

If you are unsure whether something is permitted, please contact us before your booking.

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## 7. Respecting the Space

Please help us keep Tovah welcoming for everyone:

- Keep food and drinks within designated areas.
  - Wipe up spills promptly.
  - Dispose of rubbish responsibly.
  - Leave the venue tidy and ready for the next guests.
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## 8. Failure to Follow House Rules

Failure to follow these house rules may result in:

- the booking being ended early
- additional cleaning or damage charges
- refusal of future bookings where necessary

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### ✓ Agreement

By attending your booking, you agree to follow these house rules and ensure all guests do the same.