

PARTY BOOKING RULES

Deposit, cancellation, rescheduling and guest confirmation

Version 1.0 · Effective from: 28 October 2026

1. HOW TO BOOK

A party booking can be requested at reception, by phone (0720 075 598 or 0737 318 935) or on WhatsApp, on the basis of the written party offer you receive from us. The details are entered in the Event Form, signed by both parties.

2. CONFIRMATORY DEPOSIT

The booking becomes firm once you have accepted the offer and the terms, paid the confirmatory deposit (arvună) in the exact amount stated in the Event Form, of at least 500 lei, and IKI LAND has confirmed the booking in writing. The confirmation states the date, time slot, package and amount received. The deposit is deducted from the final price.

3. IF YOU CANCEL THE PARTY

If you cancel the party for a reason not attributable to IKI LAND and not due to force majeure, IKI LAND may keep the deposit as compensation for the time slot held for you and for the preparations. No other amount is charged. If you give at least 10 days' notice, you may ask to reschedule, under point 4.

4. IF YOU MOVE THE PARTY TO ANOTHER DATE

You may request rescheduling in writing at least 10 days in advance. The party may be moved only once, subject to availability, to a date no more than 6 months after the date originally set for the party, without losing the deposit. The new date and any price differences are agreed in writing. In all other cases, the cancellation rules apply, depending on the reason for termination.

5. IF THE PARTY CANNOT TAKE PLACE BECAUSE OF US OR DUE TO FORCE MAJEURE

If the party cannot take place for reasons attributable to IKI LAND, you may terminate the contract and claim double the deposit. All other amounts paid for services not provided are refunded in full. If you prefer, instead of a refund, we will reschedule the party; rescheduling takes place only with your consent.

If the contract ends for reasons for which neither party is liable, the deposit and the other amounts paid for services not provided are refunded or, with your consent, the party is rescheduled. In both cases, refunds are made without undue delay and no later than 14 days after the termination of the contract.

6. CONFIRMING THE NUMBER OF GUESTS

The final number of children and adults must be confirmed in writing, including by WhatsApp or email, at least 48 hours in advance. Payment is calculated on the confirmed number and the separate rates in the Event Form, subject to the minimum accepted for the package. If you do not send a reconfirmation, the number previously accepted in writing remains valid. Additional guests are accepted only within the available capacity and are charged at the per-child or per-adult rate communicated and accepted in advance.

7. DURATION AND EXTENSION

The party lasts 3 hours. Children may enter the playground no earlier than 10 minutes before the start time. An extension is possible only with the event coordinator's agreement, subject to availability, for a fee of 50 lei for each 30-minute period.

8. PAYMENT

The balance is paid at the end of the party, in cash, by card or by bank transfer. Prices include VAT and all mandatory charges. No costs are added that have not been communicated and accepted in advance. All amounts already paid are deducted from the final payment.

9. THE 14-DAY RIGHT OF WITHDRAWAL DOES NOT APPLY

Booking a party for a fixed date is a leisure and catering service with a set date of performance. For such services, the law does not provide a 14-day right of withdrawal (Art. 16(l) of Government Emergency Ordinance no. 34/2014 on consumer rights). The rules above apply.