Complaints Policy

What to do if you have a complaint

The sooner you can get in touch with us, the sooner we'll be able to help you. Most complaints can be resolved quickly by speaking to one of our members of staff on site. If they are not the right person for you to speak with, they will be able to contact the relevant person for you.

If you are unable to make a complaint at the time of the issue occurring, please contact us by email to info@thepartykingdom.co.uk within 14 days of your visit or we will not be able to investigate it.

If you don't hear back, double check your junk or spam folder just in case we've ended up in there

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How long will it take?

We endeavour to respond to you promptly. However, if we need to investigate the matter to ensure a detailed response it may take up to 14 working days.

Wherever possible we will respond to your feedback sooner than this as response times can vary depending on the time.

What will we do?

1. Treat any comments/feedback seriously
2. Try to resolve any problems promptly, in no longer than 14 working days (should we require longer we will keep you informed as to the progress of your complaint)
3. Utilise any feedback/comments where appropriate to make recommendations for change in order to improve our visitor experience

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Every piece of feedback received is different. However what we always do is listen carefully to you, review and discuss with relevant departments across the company.

On rare occasions we may choose not to respond to a complaint. These can include if someone unreasonably pursues a complaint that we have already responded to, when a complainant is abusive, prejudiced or offensive in manner and when a complaint is incoherent or illegible.

We cannot respond to anonymous complaints.

Reviewed: January 2025