Dear Teacher,

Thank you for choosing Cosmic Bowl to bring your pupils. Here are a few helpful tips on **how to get the most out of your visit:**

**BEFORE YOUR VISIT**

* Please choose the package that best meets your requirements – Option A is an hour of bowling and a kid’s meal – Option B is 1 game of bowling only.
* Minimum of 12 bowlers with one free teacher per 10 children bowling.
* With Option A bookings, teachers enjoy a free tea/coffee.
* We offer a special festive deal at Christmas so please do ask us for details.
* We require a 50% deposit to secure your booking. This deposit is non-refundable. The booking requires to be paid in FULL one week in advance. This is also non-refundable, however, if you have to change any details of your booking, please contact in advance and we will be happy to help.
* If any pupils have dietary requirements, it would be helpful to inform us in advance.
* We offer team sheets for you to allocate your pupils to bowling lanes or alternatively we can put player 1 to 6 on the screen and the children can simply pick a player number and bowl by that. We have found large school groups prefer this method as it allows the children to get on the lanes straight away and helps keep you to a schedule. It also saves time changing or deleting names if any children are absent or want to change the group they are bowling with. We also provide food ordering sheets for you to place your food order in advance and can provide a risk assessment if you require this. The sheets can be collected from Cosmic Bowl or emailed to you for your convenience: ***info@cosmicbowl.co.uk***

**ON ARRIVAL**

* Please arrange for your pupils to arrive 15 minutes before the booking time. This ensures your booking proceeds on time.
* Please report to the Cosmic Bowl reception, where a member of staff will meet and greet you.
* When all your pupils have arrived any remaining balance of the booking is payable (should you have extra pupils) and your bowling can get underway.
* A member of staff will ensure the pupils are escorted to the lanes, their names entered, bumpers and or/ramps in place, if required, and take the food order, if not already submitted.

**DURING YOUR BOWLING**

* Teachers are asked to supervise the pupils whilst bowling. We recommend one adult for every 10 pupils.
* If you have booked Option A, food will be served upon completion of bowling at tables which have been reserved for your group.
* Should you wish to purchase any additional food or drinks during your visit the Sports Bar (located within Cosmic Bowl), Family Restaurant or Wimpy will be happy to assist you.
* Cosmic Bowl also offer “Cosmic Combos” if snack food is required for the teachers. The platter consists of wedges, nachos, chicken popcorn, onion rings, mixed pakora and dips.

**AFTER YOUR BOWLING**

* Please leave the tidying up to us.
* Your pupils may require print outs of the scores for their evidence folders or team/full group photographs to be taken. If you bring a camera our staff are able to take the photographs. If you bring prizes, our staff are able to help you work out the top scorers and present prizes if required.
* You will be asked to complete a short questionnaire so we can monitor the standard of our service.
* Should any aspect of your booking not meet your expectations please speak to the duty manager or staff member in charge of your booking who will try to resolve this matter right away.