

Hullabaloo FAQs

Frequently Asked Questions of customers booking 1-5 Tickets

Which section I should book?

We have two sections each designed for children of a specific age or ability. Our BABY section is best for little ones who are able to sit or crawl. Our upper age limit is 23 months. The JUNIOR section is best for climbing explorers from age 2, however we are happy for children from 18 months to venture into the junior section if able.

Our upper age limit is 10 years.

When should I arrive for my Hullabaloo booking?

The Sherriff Centre opens at 9am, so please don't arrive much earlier than this as you might find the big wooden doors closed. For all other sessions, we ask that you don't arrive more than 10 minutes before your booking.

I can't come anymore, can I get a refund?

Yes, just email or call by 5pm the day before and we'll happily refund your booking.

I have a newborn, can my friend accompany my child inside the instead?

Yes of course! We welcome parents, grandparents and friends to assist children in Hullabaloo until they are happy and able to venture through it alone!

Do I need to wear socks?

Yes, socks must be worn by both adults and children whilst playing in Hullabaloo. We have socks on sale for 50p a pair - so just ask if you forget yours!

Do adults have to book tickets?

Tickets are only needed for your little explorers and adventurers so please only book a ticket for the babies and juniors coming (aged 0-10).

I booked the wrong day, can you change my booking?

Just email or call and we'll happily move you booking to another time if available, otherwise we cancel and refund your booking (max 5 tickets) allowing you to book the correct date or time again yourself. All cancellations must be made by 5pm the day before.

I'm unwell, can I give my ticket to a friend?

Yes, please do! We're happy for your friend to come in your place, just remind them to give your name when they check-in or better yet, forward them your confirmation email.

Can I just turn up without a booking?

We do recommend that you book online ahead of your visit to secure your place in Hullabaloo as we can't guarantee there will be space for you if you just turn up. You are welcome to come and look around without booking if it's your first time.

How long can I stay after my booking?

We do have limited seating for Hullabaloo customers during the week so if it's busy we may ask for your table back after your hour of play. You can always take your coffee to go or book another hour in our soft play. On Saturdays we ask that you leave after your Hullabaloo has finished.

Can I leave my children at Hullabaloo alone?

No. Please stay with your children at all times. We don't expect you to climb through Hullabaloo for an entire hour, but we do ask that you keep a close eye on them while you're here.

Can I book more than 5 Hullabaloo tickets?

Yes, you can book as many Hullabaloo tickets as you'd like, however we cannot cancel, move or refund a booking of 6 or more tickets - so please think carefully before you book! We have space for 10 Babies and 38 Juniors every hour.

Can I bring my own food?

You are welcome to bring your own food however we do ask that you clear up any mess before you leave. We have snacks on offer and delicious cakes including gluten, dairy and nut free cakes.

Can I bring my own drinks?

No, we do not allow customers to bring their own drinks. Please purchase all drinks at the Sanctuary Cafe + Bar. We have a selection of hot and cold drinks, decaf teas and coffees, alcohol and children's fruit juice and milkshake cartons.