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Business Support Helpline

Party & Play Funhouse

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Party and Play Funhouse was established in 2007 and has grown into Bolton's largest children's play attraction.

Featuring two storeys of indoor play, as well as a new outdoor adventure area, Party and Play is busy all year around. It also features a café, sensory studio, go-karts, party-rooms and balloon shop.

To help ensure the smooth running of the business and to assist with its day-to-day management, they use Croner's helpline service.

"When I first joined we were members of a trade association which included Croner's helpline, and we used it extensively", says Jill Hewett, personal assistant to the owner.

"When the association stopped offering the service we decided to sign up independently and have used it regularly ever since.

"The biggest challenge we have is issues with suppliers, particularly where we have been mis-sold.

"One example which we're currently trying to sort out with Croner's help is the fitting of equipment which was not fit-for-purpose or as described, which may have to go to the small claims court."

To help Jill and her team with situations like this, the Croner helpline offers Commercial Legal advice.

Jill said: "The service is really useful and helps us with the correct wording in correspondence. It's also really helpful where suppliers say we have signed up for things, when we haven't. So, with Croner's help we can challenge things like this and complete any documentation correctly. We also use it in relation to the correct way to deal with customer complaints.

"We use the HR helpline as well - for staffing issues and for managing performance.

"The helpline saves us time because we can get an answer straight away, and it saves us money because we know we have the right advice to deal with it the right way, as quickly as possible. It's also good because the advisors create records of the issues so that topics can be easily resumed whenever we call.

"The impact on our business is very positive and we couldn't do without it. We are on first name terms with the advisors who help us and it's very reassuring to know that we can rely on them for expert help no matter what the situation."

Last year Party and Play turned ten and a special event was held in support of a dementia charity. Jill added: "We believe it's great service and intelligently designed play areas that make our play centre head and shoulders above anywhere else in Bolton – or even the whole of Greater Manchester for that matter."

If you would like more information telephone 01942 818195 or visit www.partyandplayfunhouse.co.uk

The Croner helpline provides 24/7 HR & employment law advice, as well as expert support with health & safety, Tax, PAYE and Commercial Legal. Through the hundreds of thousands of discussions we have every year with clients we identify trends and help future proof their business with timely advice and new services.

Speak to an Expert We're here to support you

For expert advice or to discuss how Croner can help your business, call:

0808 145 3386

