



Birthday Party Terms and Conditions

1.0 Administration

- 1.1 Full payment must be made at the time of booking. This payment includes a non-refundable deposit payment of £30.00
- 1.2 If the customer cancels the party, the £30.00 deposit will not be refunded.
- 1.3 Any cancellations by the customer made less than 14 days before the party will be subject to the following: 13 days to 48 hours cancellation notice – 50% of a booking price will be retained. Less than 48 hours cancellation notice – 100% of a booking price will be retained.
- 1.4 Please note that the prices may be subject to a price increase at any time.
- 1.5 In case of sickness, the party can be moved to a different day (subject to availability) if a doctor's note is provided.
- 1.6 We reserve the right to close or prohibit the use of any facilities at any time if the facilities are deemed to be unfit for use. Parties will be rescheduled where possible. If we are not able to reschedule all money paid in advance will be refunded.
- 1.7 We will require a minimum of 2 weeks' notice for any changes to your booking (date, time etc.) Subject to availability.

2.0 General Party Rules

- 2.1 Please arrive at the main reception 15 minutes before the party is due to start and inform the reception staff of your arrival.
- 2.2 The total time for the party will be 2 hours, which includes the use of the equipment for 1 hour and 1 hour for the food, cake, and any games you would like to play (subject to the activity/leisure centre).
- 2.3 We do not accept responsibility for the loss or damage of property or theft. Money or valuables should not be left unattended in changing rooms or locker facilities.
- 2.4 Pictures and videos are permitted but should only be limited to the area of your party and guests. Photographs of children must never be taken and shared without prior parental consent. Please report any unauthorised persons taking photos to a member of staff.
- 2.5 Alcohol, drugs and smoking are not permitted within our leisure facilities
- 2.6 Food is not included in the birthday party packages.
- 2.7 If you have purchased a birthday party package with the room (Clacton Leisure Centre) you can add food for an additional cost, and you must pre-arrange this via the Clacton Leisure Centre Café (separate from the Leisure Centre) or you can bring your own cold food.
- 2.8 If you have purchased a birthday party package with the room (Dovercourt Bay Lifestyles) you can bring your own cold food. Walton on the Naze Lifestyles doesn't have a facility for party food.
- 2.9 We are happy for customers to decorate with banners and balloons (please do not use pins or tape, white tack is preferred), this isn't applicable for Walton on the Naze Lifestyles, as no decorations are permitted.
- 2.10 Maximum numbers for party packages are set as 25, however if additional children are attending this will be subject to a sub-charge. Extra children turning up on the day may be refused entry. Babies in buggies will not count within this number.
- 2.11 All accidents must be reported to a member of staff.
- 2.12 It is recommended that all jewellery is removed to avoid any injury or damage to equipment.

3.0 Bouncy Castle Party Rules (Clacton Leisure Centre Only)

- 3.1** Please ensure all children remove their shoes and wear socks when using the bouncy castle.
- 3.2** Adults are not permitted on the bouncy castle. However, an adult can enter the castle if the child needs help.
- 3.3** The hirer will be liable to pay for rectifying any damage (including accidental) caused by anyone attending the party.
- 3.4** No electrical fitting or appliance in the area is to be altered, moved or otherwise interfered with.
- 3.5** Parents and guardians must actively supervise their children that are in attendance of the party to ensure the bouncy castle is being used correctly and that children are not climbing over the walls and grabbing the tops.

4.0 Pool Parties and Swim Safety rules (please note that the party will not go ahead if you do not follow the swim safety rules)

- 4.1** All under 16's swimmers will require to do a swim test at the start of the session at Clacton Leisure Centre and Dovercourt Bay Lifestyles if they wish to complete the inflatable into deep water, beyond the 1.2M demarcation point.
- 4.2** All swimmers must wear appropriate swimming attire.
- 4.3** Only children over the age of 5 are allowed on the pool inflatable.
- 4.4** Under 8's must be accompanied by a competent adult swimmer.
- 4.5** Non/weak swimmers over the age of 8 are strongly advised to be accompanied by an adult in the water and must stay in the shallow end of the pool.
- 4.6** No more than 2 under 8's or non-swimmers to each adult swimmer.
- 4.7** Non/weak swimmers can use the inflatable but will be required to leave at the non-swimmer 1.2M demarcation line, which will be controlled/monitored by the lifeguard team.
- 4.8** Users are not permitted to wear jewellery, watches, and any items deemed to have the potential to cause damage or injury. If locker keys are worn, care should be taken to retain the key in the plastic holder.
- 4.9** Swimmers must queue on the poolside and they will be let on to the inflatable by a lifeguard.
- 4.10** Diving from the inflatable is not permitted.
- 4.11** Keep landing area clear and move away from the slide quickly.
- 4.12** Swimmers must not swim underneath the inflatable.
- 4.13** Swimmers to climb forward onto inflatable on knees at Dovercourt Bay Lifestyles and Clacton Leisure Centre
- 4.14** Users must not swing or pull on the tether ropes.
- 4.15** Swimmers are not to jump from the end of the inflatable & utilise the slide into deep water.
- 4.16** Swimmers in the water are to remain at least 1 meter away from the inflatable.
- 4.17** A maximum of 6 swimmers to be on the inflatable at any time – 2 entry – 2 middle – 2 end – which will be controlled/monitored by the lifeguard team. A maximum of 3 adults on the inflatable at any one time at Clacton Leisure Centre.
- 4.18** A maximum of 5 swimmers to be on the inflatable at any time – 1 at a time – which will be controlled/monitored by the lifeguard team. A maximum of 1 adult on the inflatable at any one time at Dovercourt Bay Lifestyles.