



Party FAQ's

What is the age range for the party?

We offer different packages starting from your first birthday until the 12th birthday.

How much do I need to pay when I book the party?

We will require full payment at the time of the booking. This will include a £30.00 non-refundable deposit.

What is the notice period for booking my party?

Please let us know as soon as possible. Ideally, we would require two weeks' notice to update our public timetable. The public uses the Sports hall (Clacton Leisure Centre) and can be booked for activities like badminton and table tennis ten days in advance. We will try our best to accommodate your party.

What happens if I need to cancel my party?

If the customer cancels the party, the £30.00 deposit will not be refunded. Any cancellations by the customer made less than 14 days before the party and will be subject to the following:

13 days to 48 hours cancellation notice – 50% of the booking price will be retained.
Less than 48 hours cancellation notice– 100% of the booking price will be retained.

What if my Child is sick on the day?

The party can be moved to a different day (subject to availability) if a doctor's note is provided in case of sickness.

What happens if I'm running late for my party?

Please let reception know as soon as possible how long you will be by contacting us on 01255 686688. Due to the public use of halls or pools and bookings, we will likely be unable to extend your time. If there is availability, we can extend your party for an extra charge.

Is there parking provided?

We have a car park outside our Leisure Centres. You don't need to pay for your parking. Parking at Walton On The Naze Lifestyle will need a parking permit, this is available from Reception.

How soon can I arrive for my party?

Please arrive at the Main Reception 15 minutes before the party is due to start and inform the reception staff of your arrival.

How long will my party be?

The total time for the party will be 2 hours (dependent on activity/leisure centre), which includes using the equipment for 1 hour and then 1 hour for the food, cake, and any games you would like to play.

Can we adapt a few things from the party packages?

Please let us know your requirements; we will try our best to accommodate you.

Do all the sites provide the same-party packages?

Unfortunately, we are unable to provide the same party packages at all of our sites due to different building layouts and facilities, party packages differ at sites. Please see our party packages on our website.

What if we would like more than 25 children at the party?

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.

Do I still pay the total amount if I have fewer than 25 children?

Party is set for 25 children, you can bring less than 25 children, but that would not change the party price.

What is included in the party?

We will set up your chosen activity and dependent on the centre/activity booked, we'll ensure room is set up ready following your activity. We will provide tables and chairs. Please note paper plates, cutlery and cups will not be provided.

Is food included in my booking?

Food is not included in the birthday party packages.

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.

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 Leisure Centre doesn't have a facility for party food. Jugs of water will be provided (subject to facilities depending on the centre your party is held)

Can we bring and drink alcohol?

Alcohol, drugs and smoking are not permitted within our leisure facilities.

Can I take pictures and videos at my party?

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.

Can we decorate the hall/party room at Clacton Leisure Centre and Dovercourt Bay Lifestyles?

We are happy for customers to decorate with banners and balloons (please do not use pins or tape); ideally, non-marking white tack should be used. Walton on the Naze Lifestyles doesn't offer room facilities and as such, cannot be decorated.

What happens if someone breaks or damages any of the equipment?

The hirer will be liable to pay for rectifying any damage (including accidental) caused by anyone attending the party.

What If I want to hire and bring in an external entertainer?

You can bring an entertainer, but please let us know in advance as this will need to be considered as part of the timeframe provided.

What if I want to play music?

You can bring your music; only wireless speakers can be used. Unfortunately, we are not able to allow electrical devices to be plugged in on site. Suitable music should be played with no offensive language.

Is there a party host and is my party room supervised by staff?

We do not offer a party host. Parents and guardians are responsible for the children whilst using the party room. Staff will supervise bouncy castle use to ensure children are using the equipment safely.

Will there be Lifeguards for my pool party?

Lifeguards will be on the poolside supervising during your Pool Inflatable or Fun Splash Party. However Pool Party/ Inflatable rules apply.

Are there toilet facilities available near my activity booking?

Yes, the toilets are available at all sites, however, children under eight must be accompanied by a parent or guardian to the toilet.



Are there any restrictions on using a bouncy castle at Clacton Leisure Centre?

It is recommended that all jewellery is removed to avoid any injury or damage to equipment or the person. Please ensure all children remove their shoes and wear socks when using the bouncy castle. We suggest you wear comfortable clothing to enjoy and have fun fully. No food or drinks are allowed on the bouncy castle or other soft play equipment. Please be mindful of people around you while using the equipment to avoid accidents.

Can Adults use the bouncy castle?

Adults are not permitted on the bouncy castle. However, an adult can enter the castle if a child needs help.

Do parents/guardians need to be present for the dry side parties (soft play and bouncy castle) and party room?

Yes, these parties are under the supervision of the party host (booker). However, for children of 7 years or under, it's recommended all parents/ guardians stay for the duration of the party.

What should I do if there is an accident?

Please report all accidents to a member of staff or lifeguard.

Are there any restrictions for a pool party?

Under 8's MUST be accommodated by an adult in the pool. Also, it's recommended that parents/ guardians must stay with children over 8 that may not feel fully confident in the water or be able to swim 25 meters. All non-swimmers should remain in the shallow part of the pool before the 1.2M demarcation line. For Further information please see our Terms and Conditions and Pool Parties/ Inflatable and Swim Safety Rules.

My Child is under 8 years old but is an excellent swimmer. Do I still need to go in the water?

All under 8's must be accommodated in water by an adult.

Do we need to clean up the party room after our party?

Yes, we will provide bin bags for you to be able to clean everything after your party, we will dispose of any rubbish for you. Please remember to remove all the party banners following your party.

