

# TERMS AND CONDITIONS

## 1.0 Administration

1.1 Terms and conditions are signed via a tick box upon booking.

1.2 All parties must have paid for any additional attendees 14 days prior to the booking and final numbers confirmed. The

centre will contact you regarding specific party information up to 72 hours after booking.

1.3 The Birthday Party Administrator will require a minimum of 30 days' notice in order to cancel your booking. A 50%

administration fee will remain payable for any cancellation. Failure to provide 30 days notice may prevent a refund from being

issued. In cases of sickness, a full refund, minus the administrative fee will be refunded as long as a doctor's note is provided.

1.4 Payments are to be made in-centre. Some centres do allow bookings via the phone if you have completed and sent the centre a signed booking from beforehand.

1.5 The Birthday Party Administrator will require a minimum of 14 days notice for any changes to your booking. We regret that we will not be able to accommodate any changes made after this period.

1.6 If you wish to add any guests onto your booking, a minimum of 1 weeks notice is required. Please ensure you email the

centre requesting additional guest, the centre will call to take additional payments. Centre emails can be found on their specific

party page.

## 2.0 General Party Rules

2.1 All customers should adhere to the Leisure Centres rules, which are displayed throughout the premises.

2.2 Please arrive for your birthday party 15 minutes before your scheduled start time.

2.3 A party host may be provided dependent on type of birthday party with relevant instructors, dependent on the type of party.

2.4 The party activity will last for 1 hour, and 1 hour for food in a party room (dependent on centre). A prompt exit after your party will be required to allow for full sanitisation of the party room for the next party.

2.5 Please ensure all attendees are aware of the times of the booking. We regret that we will be unable to alter times or provide extensions to your booking on the day.

2.6 Please inform the Birthday Party Administrator straight away of any change in numbers. The birthday party administrator will need to be given at least 1 weeks notice of any changes.

2.7 The Hirer will need to ensure that they have the contact details of all of the parents / guardians of the children in attendance for use in the event of an emergency

2.8 GLL cannot accept any liability for the loss, damage or theft of any items. Please take care not to leave belongings behind or unattended, and please do not bring valuables to the centre.

2.9 Use of cameras and video imaging equipment specifically within the party area and used by parents / guardians of children attending the party is permitted with the agreement of the Duty Manager on duty. This does not apply to any pool parties.

2.10 Alcohol is not permitted to be consumed within Children's Birthday parties.