

BIRTHDAY PARTY TERMS AND CONDITIONS

1.0 Administration

- 1.1 Terms and conditions are being issued upon booking; the booking form needs to be completed in full.
- 1.2 Full Payment is required upon booking.
- 1.3 The birthday administrator will require a minimum of 14 days to cancel your booking, a 50% administration fee will remain payable for any cancellation. Failure to provide 14 days notice may prevent a refund being issued. In cases of sickness a full refund minus a 15% administrative fee will be refunded as long as a doctors note is provided .
- 1.4 Payments are to be made in centre by card payments only; payments made by phone are not permitted, unless a signed booking form with a customer signature has been received.
- 1.5 The birthday party administrator will require a minimum of 2 weeks 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. Payment for these extra guests will need to be made in centre before confirmation can be made of their space and food requirement.

2.0 General Party Rules

- 2.1 All customers should adhere to the leisure centre rules, which are displayed throughout the premises.
- 2.2 Please enter the building 20 minutes before your party starts.
- 2.3 A birthday party host will be provided along with relevant instructors, dependent on the type of birthday party.
- 2.4 The party activity will last 1 hour, and 45 minutes for food in a party room after the activity has finished prompt exit will be required to allow full sanitisation of the party room for the next party.
- 2.5 Please ensure all attendees are aware of the times of 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 changes in numbers, if numbers go over ratios another birthday party host will need to be provided which will cause additional charges, the birthday party administrator will need to be given at least 1 weeks notice of any changes.
- 2.7 Failure to complete the food survey on the Monday prior to your party booking will result in generic food options being provided.
- 2.8 If additional guests are added to your party, payment needs to be made before the date of the party and payment is non-refundable.
- 2.9 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.
- 2.10 GLL cannot accept 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.
- 2.11 Use of cameras and video equipment specifically within the party area and used by parents/guardians of children attending the party is permitted with the permission of the Duty Manager on duty.
- 2.12 Only food purchased at Barking Sporthouse & gym will be permitted to be eaten at a birthday party except from a birthday cake.
- 2.13 Alcohol is not permitted to be consumed within Children's birthday parties.

*Trampoline Party

Ratios:

18 Months- Up to 5 years (1 Child - 1 Adult Ratio)

5 years - Up to 8yrs (10 Children - 1 Adult Ratio)

Over 8s - (No Ratio)

Adults who are attending to fill ratios will be provided free entry but will need to purchase better grips socks.

Attendee parents who wish to accompany the child may do so on the basis that they do not enter the trampoline

park but instead take a seat in our café or viewing gallery unless they have purchased a ticket to one of our sessions.

People who book a Trampoline park party will not be permitted access to our play park as these are two complete separate areas.

Full Name & Sign:

Childs Name:



BETTER