

BIRTHDAY PARTY TERMS AND CONDITIONS

Please read the following carefully before commencing with your booking.

1.0 Administration

- 1.1 Terms and conditions are to be issued upon booking; the booking form needs to be completed in full.
- 1.2 Full payment is required upon booking.
- 1.3 **The Birthday Party Administrator will require a minimum of 30 days' notice in order to cancel your booking. A 15% 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 at the center, credit or debit card. Payments made by phone are not permitted.
- 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.

2.0 General Party Rules

- 2.1 All customers should adhere to the Leisure Centers rules, which are displayed throughout the premises.
- 2.2 Please arrive for your birthday party 10 minutes before, and make yourself known to reception or a Duty Manager.
- 2.3 A Kids Activity Instructor may be provided dependent on type of birthday party and partnership booking.
- 2.4 The party activity will last 1 hour, pool access only.
- 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 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
- 2.7 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 center.
- 2.8 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 General Manager.
- 2.9 . Alcohol is not permitted to be consumed within Children's Birthday parties.

3.0 Pool Parties and Swim Safely Rules

Please note that the party will not go ahead if you do not adhere to the Swim Safely rules

- 3.1 All customers must wear appropriate and clean swimming attire. All swimmers must abide by the general pool rules.
- 3.2 All GLL swimming pools are staffed with Lifeguards. However, it is a condition of booking that the following Swim Safely Admission Rules are adhered to:
- 3.3 Under 8's and non-swimmers under 16 must be accompanied by a competent adult swimmer (over 16 years old and able to swim at least 25 meters). No more than two under 8's or non-swimmers under 16 to each competent adult swimmer. The competent adult swimmer must actively supervise under 8's and non-swimmers under 16.
- 3.4 Under 8's and all non-swimmers must remain in shallow water. It is strongly recommended that under 8's and all non-swimmers wear armbands and/ or another appropriate type of buoyancy aid. Non swimmers over the age of 16 are recommended to be accompanied in the water by a competent adult swimmer.
- 3.5 Parties involving children under the age of 8 must be accompanied in the water by a competent adult swimmer.
- 3.6 Children over the age of 8, will be swim tested to swim 25 m (1 length of the pool) in a recognized stroke.
- 3.7 The party will not be permitted to go ahead without the correct adult supervision ratios.
- 3.8 The Kids Activity Instructor will not go in the water with the children.
- 3.9 Please note that the pool may be shared with members of the public/ swimming lessons. Please contact your local Leisure Centre for more details as these may vary.

The logo for 'BETTER' is displayed in a bold, green, sans-serif font. The letter 'O' is replaced by a stylized circular icon with a small dot above it, resembling a water drop or a swimmer's head.