

# Birthday Party Terms & Conditions

## Bookings

A non-refundable \$60.00 deposit is required to secure your party. Bookings must be made 2 weeks in advance and full payment is required at least 5 business days before the party. During the school term only weekend parties can be booked. During school holidays parties can be book on weekdays and weekends. **Parties cannot be booked on public holidays.**

## Supervision

All children under the age of 13 must be constantly supervised by an adult at all times (ratio 1:10). All children under the age of 6 must be within arm's reach of an adult at all times (ratio 1:4). The centre employs lifeguards to supervise the pool. However, it is still the responsibility for the parent to abide by the above supervision rules.

## Guest List and Wristbands

A guest list stating all the children's names will need to be provided to the front reception on the day of the party. Mezzanine and inflatable parties on the guest list will be required to wear a wristband at all times. Only children whose names appear on this guest list will be able to enter the pool. Additional children/adults will need to be paid for on the day by the party host or individuals.

Children under the age of 6 must wear an additional yellow wristband, this is clearly show lifeguards that the child needs to be within arm's reach of a parent while in the water. If you are not within arm's reach, lifeguards will ask you get into the pool with your child. All parents attending with an under 6 child will enter the pool for free.

## Inflatable

All children using the inflatable must be 6 years or older. The pool is open to the public, however, if you choose to book the inflatable you will have exclusive use of the inflatable. Your booking is for one continuous hour and will start at the time stated on your confirmation letter. It is the parent's responsibility to ensure that the children use the inflatable during the booked period. A lifeguard will be stationed at the inflatable; however, parents are responsible for supervising the children. All children using the inflatable should be competent swimmers. Availability of the inflatable is subject to the conditions on the day.

Any additional child with a family member attending the party may pay the full price of \$12.00 to get a wristband for the inflatable. (This is optional to the parent as they may just want to pay for a child's entry for \$5.80).

## Party Room (Upstairs Mezzanine)

The party room is available for 2 hours during the time stated on your confirmation letter. It is your responsibility to arrive and leave the party room on time. Customers can access the party room 15 minutes prior to their booking time and must be cleaned and packed up no more than 15 minutes past the booking end time. Customers will be charged for any additional time spent in the party room that exceeds this. The party room must be cleaned and left in the same condition as when you arrived. Otherwise, customers will be charged a cleaning fee. \*Please note the Mezzanine is upstairs we do not have a lift. However, we offer shade shelters on the grassed area outside (these areas are wheelchair and pram accessible).

## Catering

Catering options are available in the centre, however patrons are allowed to bring in food to be consumed. No commercial catering can be brought into the centre such as McDonalds, Domino's pizza etc. All catering will need to be collected from the front of the café 45 minutes prior to the end of your Birthday Party. Bayswater Waves Cafe is happy to refrigerate one cake per party when the cafe is providing catering. Plates and spoons will only be provided if a cake is purchased through the cafe.

## General Facilities

The Slide, Playground, Swimming Pools and Wave Sessions are available for non-exclusive use. Slide and Wave sessions operate Weekends, School Holidays and Public Holidays between 10.00am – 4.00pm and are subject to availability and staff discretion.

## Photography Policy

The use of any camera device in the change room area is prohibited. The use of cameras and video cameras within the centre (excluding change rooms) is limited to filming/photographing of your own child with pre-approval from the duty manager.

**By booking a birthday party you acknowledge, understand and accept the above Terms and Conditions of Bayswater Waves.**

Customer Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Staff Signature: \_\_\_\_\_

Date: \_\_\_\_\_