

Children's Party Booking Terms & Conditions QR502f

1.0 General responsibility of the Hirer

- 1.1 The hirer shall ensure that users comply with QR092 General Regulations and Conditions of Hire and Use (which will be deemed to be incorporated in these conditions), and the hirer shall be liable to the company for breach thereof.
- 1.2 It is the responsibility of the hirer to inform the lifeguards of any weak or non-swimmers and of any medical conditions suffered within the group prior to entering the swimming pool.
- 1.3 It is the responsibility of the hirer to supervise all children when out of the pool area and a minimum of two adults are required to remain on site for the duration of the booking.
- 1.4 The hirer is responsible for the care of all the children present at the party. The following supervision ratio is in place to maintain safety in the swimming pool:
 - An adult must accompany every child under the age of four on a one-to-one basis.
 - An adult must accompany children aged between four and seven inclusive with no more than two children to one adult.
 - An adult is someone aged 18 years and over.
- 1.5 A photography permit must be completed before any photographs or filming may take place – the hirer must obtain permission from the Duty Manager and complete a photography permit form. It is the hirer's responsibility to seek permission from parents/guardians to photograph their child during the booking.
- 1.6 In the interest of Health and Safety all guests must attend a compulsory safety briefing at the beginning of each pool party.
- 1.7 The hirer will have sole use of the pool for the duration of their party.

2.0 Payment

- 2.1 In order to secure the booking, full payment will be requested at the time of confirmation.
- 2.2 The preferred payment option is credit or debit card. However, payment can be made by cash or cheque (payable to North Lincolnshire Council) direct to the Centre. Bookings awaiting payment by cash or cheque will be held for a period of 24 hours only before being released to rebook.
- 2.3 The booking form and terms and conditions must be signed by the hirer.

3.0 Booking Confirmation

- 3.1 The Centre will provide written confirmation of the party booking within 7 days of receipt of a booking form and on receiving full payment.
- 3.2 Submission of a booking form is not a guarantee that the data or time is available, or the booking has been accepted.
- 3.3 In the event that the hirer's requirements cannot be met, the Centre will contact the hirer to make alternative arrangements.

4.0 Cancellation by the Hirer

- 4.1 Cancellations or amendments to the booking must be received in writing at least 21 days in advance of the party. The hirer will then receive a full refund minus a £25 administration charge.
- 4.2 In the event of cancellations given resulting in less than 21 days' notice, no refund will be made.
- 4.3 If the hirer fails to turn up and has not cancelled by the appropriate method, no refund will be made.
- 4.4 If the party needs to be rearranged due to illness, a £25 administration fee will be taken. The rescheduled party must take place within 3 months.

5.0 Cancellation by the Centre

- 5.1 In exceptional circumstances where the party has to be cancelled for reasons entirely beyond the Centre's control, the hirer will be informed at the earliest opportunity. A full refund or alternative date will be offered.
- 5.2 The Council reserves the right to cancel a booking at any time and offer a reasonable alternative date or issue a full refund without any liability for consequential or indirect loss. In extreme circumstances cancellations may occur at very short notice.
- 5.3 The Centre Manager reserves the right to refuse an application or cancel or terminate any booking without giving a reason for doing so. The Centre will not incur any liability from such refusal, cancellation, or termination. Any payments made will be refunded.

6.0 Health and Safety

- 6.1 The hirer must abide by the swimming supervision ratios detailed in clause 1.4.
- 6.2 Weak or non-swimmers should wear a floatation aid (i.e., armbands/life vest) and remain in shallow water.
- 6.3 Appropriate swimwear must be worn in the pool. A copy of this guideline can be found on display in the centre.
- 6.4 In the event of fire, flooding, public disturbance, terrorist activity or any other circumstances the centre will be responsible for evacuating the building.
- 6.5 The hirer will be responsible for the safety and security of all personal items brought onto the premises.
- 6.6 Violent, aggressive, or abusive behaviour from anyone under any circumstances will not be tolerated, and the Centre reserves the right to terminate the party at any time if any personal safety is under threat. The Centre does not take responsibility for ejecting any unwanted persons from the venue. The hirer will be advised of any problems arising in his respect.
- 6.7 The hirer will provide adequate supervision of guests, including children at the venue, and will be liable for any loss of or damage to any of the Centre's property and personal belongings brought by guests to the centre. Lockers are available in the changing rooms to store any valuables or personal items.
- 6.8 A risk assessment is in place for pool parties. A copy is available on request from the bookings team.

7.0 Supply of Food

- 7.1 The hirer can provide their own cold food to be served in the pool viewing area. No plates, cups etc will be provided by the Centre.
- 7.2 If the hirer is providing their own food, the hirer will be responsible for the setting up and the clearing away of all food. All party food, waste and rubbish is the hirer's responsibility, and all rubbish needs to be packed away and taken home with the hirer to dispose of. Rubbish bags can be supplied by Axholme North Leisure Centre.
- 7.3 All rooms used by the hirer must be left in a clean and tidy condition.
- 7.4 The party booking includes one hour in the pool, and one hour for food and drink in the viewing area. Two responsible adults (aged 18 years and over) must stay with the party for the duration.

8.0 Interpretation

- 8.1 The term 'manager' includes any officer of the Centre authorised to perform any particular duty. The Centre means the whole of the facility and any part thereof under the jurisdiction of Axholme North Leisure Centre. The hirer means the person or organisation hiring any part of the Centre or the facilities. Persons under the age of 18 will not be accepted as a hirer.

9.0 Information Governance and Data Protection

- 9.1 NLC is registered under the General Data Protection Regulations 2018 (GDPR) and treats all information it holds confidentially and securely. The Council's NL Active function collects and processes your personal data in accordance with GDPR and other relevant legislation and will not disclose your personal data to any third party, unless allowed or required to do so under GDPR or other relevant legislation. NLC NL Active will collect and process the information you provide relating to this booking to administer and manage your booking. For further details about the processing of your personal data, please see the full Privacy Notice and Data Protection and Privacy webpage on www.northlincs.gov.uk.