# Party Information

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| --- | --- |
| Customer Contact Details | |
| First & Last Name | CUSTOMER\_NAME |
| Contact Number | CUSTOMER\_NUMBER |
| Email Address | CUSTOMER\_EMAIL |

|  |  |  |
| --- | --- | --- |
| Party Information | | |
| Option | PARTY\_TYPE | |
| Cost | PARTY\_COST | |
| Date | PARTY\_DATE | |
| Time | **Start**: PARTY\_START\_TIME | **End**: PARTY\_END\_TIME |
| Activity Room | PARTY\_ROOM | |
| Food Room | PARTY\_FOOD\_ROOM | |
| Child’s Name | CHILD\_NAME | |
| Maximum Children | MAX\_CHILDREN | |

|  |  |
| --- | --- |
| Administration Information | |
| Booking Date | DATE\_BOOKED |
| Staff Member | STAFF\_MEMBER |

# General Guidelines

We are able to offer our party options at the low price we do, by catering for as many customers as possible on peak party days. As such, there is often a tight turn-around time between each party and we would ask all customers to follow a few basic guidelines to ensure each party runs on time and to the high standard we pride ourselves on:

* We aim to have your Food Room ready **15 minutes prior** to the start of your party.
* Please report to Reception on arrival, we will direct you and your guests to your designated Food Room.
* All Food & Drink should remain in the designated Food Room.
* **We politely discourage the use of glitter / confetti. Banners, table covers, balloons and other similar decorations are encouraged.**
* Staff will enter the Food Room at the end of your party. Please allow staff prompt access to the tables / chairs. All rubbish will be disposed of by staff.
* **All parties are self-catering**. Fresh water is provided from the kitchenettes (where applicable) or Reception. All hot drinks can be purchased from Reception. For safety reasons, kettles are not allowed in the kitchenette areas.

# Photography and Social Media

**Photography is permitted during your party**, but the following restrictions **must be adhered to at all times**:

* Photographic equipment (including mobile phones) should remain within the activity and foods rooms and must not, under any circumstances, be used in any changing areas or toilet facilities.
* Please consider the privacy of other Centre patrons when taking photographs at all times.
* Do not publish images or video to social media services (including, but not limited to, Facebook, Twitter or YouTube), without the express consent of those featured within that content.
* In situations where a child or children are featured in this content, permission must be sought from that child’s responsible adult.
* The photography restrictions are strictly zero tolerance; anyone found to be in breach of these restrictions will have their photography equipment confiscated and all memory media fully formatted.

# Payment and Cancellation

* Full payment must be made at the time of booking, to secure the party and is non-refundable unless expressly authorised by the General Manager under exceptional circumstances.
* In the event that a booking is no longer required, every effort will be made to reschedule the booking, to a convenient point within three months of the originally booked date where at all possible.
* In the event of the Centre being unable to honour a booking due to unforeseen circumstances (including, but not limited to, inclement weather or other unsafe conditions in or around the facility) the party will be re-scheduled as above, where possible or a refund will be made in full.
* Portslade Sports Centre does not accept provisional bookings.

# Indemnity

* You, the hirer, accepts full responsibility without question, for all guests (including all accompanying adults) including, but not limited to, their health, welfare, conduct and behaviour as well as all associated possessions, personal equipment and vehicles whilst in and around Portslade Sports Centre.
* You shall remove all culpability from and will not bring any actions, claims, costs, demands and proceedings against the Centre, it’s staff and Freedom Leisure, in connection with any incident however arising, during the period of hire. This includes any breach of any condition of hiring (contained within these ‘Party Terms & Conditions’), the injury of any person or any loss or damage to any property within and around the facility.
* This excludes incidents arising from negligence as defined in the Unfair Contract Terms Act 1977.
* You, the hirer, are responsible for ensuring the appropriate usage of the facility and all equipment herein, by all guests including yourself and any and all accompanying adults and will be liable for any costs arising from misuse or mistreatment of the facility or any equipment herein.

# Party Specific Guidelines

## Toddler Gym

* Soft Play Parties vary slightly from our weekday toddler gym sessions; for space and hygiene reasons, the ball pit is not provided for Soft Play Parties. All equipment is subject to change without notice, at the discretion of the Duty Manager on shift at the time of the party. Where possible, an appropriate substitution will be made.
* All parents are expected to stay with their children, supervise them on the equipment (including the bouncy castle) and accompany them at all times when outside of the party room, as there are no members of staff present during the party.

## Jungle Run / Inflatable

* All equipment is subject to change without notice, at the discretion of the Duty Manager on shift at the time of the party. Where possible, an appropriate substitution will be made.
* All parents are expected to stay with their children, supervise them on the equipment (including the Bouncy Castle) and accompany them at all times when outside of the Party Room, as there are no members of staff present during the party.