

Portslade Sport Centre

Chalky Road

BN41 2WS

01273 411 100

[Portsladeparties@freedom-leisure.co.uk](mailto:Portsladeparties@freedom-leisure.co.uk)

Dear FIRST\_NAME,

I am pleased to confirm your birthday party booking following your recent inquiry. Please also find our Essential Party Guide below, which is there to help you get the most out of your party with us.

|  |  |  |  |
| --- | --- | --- | --- |
| **Customer Contact Details** | | | |
| Name | CUSTOMER\_NAME |  |  |
| Contact Telephone | CONTACT\_NUMBER |  |  |
| Email Address | EMAIL\_ADDRESS |  |  |
| **Party Information** | | | |
| Party Option | PARTY\_TYPE | Child’s Name | CHILD\_NAME |
| Date | PARTY\_DATE | Time | PARTY\_START\_TIME – PARTY\_END\_TIME |
| Party Room | PARTY\_ACTIVITY\_ROOM | Food Room | PARTY\_FOOD\_ROOM |
| **Payment Details** | | | |
| Cost of Party | £ COST\_OF\_PARTY | Booking Taken On | BOOKING\_DATE |
|  |  |  |  |
| Booking Taken By | STAFF\_NAME | Max. Children | 24 |

**Essential Party Guide**

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 party food room ready for you 15 minutes before the start time of your party

• On arrival, please report to reception where you will be directed to your party food room. Your guests will also be directed to the food room to meet you there, before your party host collects the children to begin the activity (staffed parties only)

• All party food and drink should remain in the designated areas (either on the large round tables provided, or in the kitchenettes where applicable). Please refrain from taking food or drink into other areas of the centre or the carpeted area in the lounge.

• Staff will enter the food room at the stated party finish time above, to clean the room for the next party. Please allow our staff prompt access to the tables, chairs and kitchenette as applicable

• All parties are self-catering, although we provide fresh drinking water**. *For safety reasons, kettles are not allowed in party rooms, but hot drinks are available from our Costa outlet in reception.*** Customers are not permitted to supply alcohol to party guests under any circumstances as this is an infringement of our licensing terms.

**• Please note there are no kitchens available in the upstairs food rooms – Lounge and Old Activates– if you require an extra table to put food on or require jugs to be filled up with water please ask at reception.**

*Full terms and conditions relating to your party booking are below. Please take a few moments to read these as payment of the party fee is sufficient indication of acceptance of these terms. Should you have any further queries, please do not hesitate to contact a member of the team on 01273 411100.*

Thank you once again for choosing Portslade Sports Centre, we look forward to seeing you soon.

**BIRTHDAY PARTY GUIDELINES**

• Staff-supervised parties are allocated a food room and an activity room

• Upon arrival, please report to reception where you will be directed to your allocated food room. Your guests will also be directed to the food room, where they should remain until the party host arrives to collect them

• Your party host will supervise the activity portion of the party in the designated activity room, which runs for the first 60 minutes of a 90 minute party, or the first 90 minutes of a 120 minute party.

* **Please note that if you have booked an Inflatable party, this is self-run and no members of staff will be present in the party room, and you will be solely responsible for the children for the duration of the party.**

• All combination parties are split ½ and ½ e.g. A Bouncy Castle and Fun & Games party will be ½ hr Bouncy Castle and ½ hr Fun & Games, unless otherwise arranged with management

• Parents are responsible for all children attending the party before they are collected by the party host from the food room, during any refreshment breaks and after they are returned to the food room at the end of the activity by the host. Children are then required to remain in the party food room, unless they are using the toilets

• Children under the age of 8 must be accompanied by a responsible adult outside of the activity and food rooms at all times

• **We would politely discourage the use of glitter, confetti and similar items, although customers are very welcome to bring banners, balloons and other decorations as they wish**

*The Sports Centre reserves the right to transfer party rooms when required. Where possible, advance notice will be given.*

**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

• The Centre has a Facebook account, so please feel free to ‘Like’ us, ‘Check in’ and post any approved content to the page

**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 ‘BIRTHDAY PARTY GUIDELINES’), 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