

Fish Birthday Party Terms & Conditions

Please read the below information to understand our procedures for the Fish Party that will ensure your party will run smoothly. Please note, if you change your party type the terms and conditions may vary.

\$25 Table Hire

- Should you wish to cancel your party the \$25 table hire fee is non-refundable. Refunds are only given for medical reasons and by providing us with a copy of your medical certificate.
- If you wish to move the date & time of your booking, we will only accept changes for medical reasons and you must provide us with a copy of your medical certificate.

Participation Numbers

- Please note the table will sit a maximum of 20 children.
- By **5pm on the Wednesday** prior to your party we require you to confirm the number of children participating in the birthday and any adult catering you have ordered (details are on the confirmation letter).

Payment

- Each person attending the party must pay a standard pool entry fee.
- You have the option to pay this fee yourself or request your guests pay as they arrive. If you are paying the entry fee for your guests we do require payment prior to the party. If you have any guests not attend the party we will credit you with a free swim for each guest who didn't attend.
- To assist our Customer Service staff, a list of your guests can be left at Reception.

Food Information

- You can order an ice cream cake. All necessary items will be supplied by the café (plates, spoons, knife, candles & matches).
- If you wish to bring your own cake, please supply all the necessary items (plates, spoons, knife, candles & matches).
- NO glassware and/or ceramic crockery is to be brought into the Centre.
- We have a number of fresh food options that can be ordered for parents to eat during the party. We have enclosed a brochure. This order must be placed by the Wednesday prior to the birthday party by calling the centre on 9878 4576. Please note there are minimum numbers required for different menu options. We cannot accept late orders or late changes.
- Please notify us of any children who have food allergies.

Supervision

- A Fish Party is a table hire party only; all supervision of children attending the party is the responsibility of the party host/parent.
- All children under the age of 5 years must have a full fee paying responsible parent/guardian over the age of 16 years old within arm's reach of them at all times for their safety.
- All children under the age of 10 years must be actively supervised by a responsible parent/guardian over the age of 16 years old at all times for their safety.
- Parents/guardians supervising a group of children under 5 years must not exceed the ratio 1:4.
- Parents/guardians supervising a group of children under 10 years must not exceed the ratio 1:10.
- Unsupervised children (of any age) will be removed from the water if the lifeguard is concerned for their safety.

If you have any further questions regarding your birthday party please do not hesitate to contact the Centre on 9878 4576.