

Birthday Party

Terms and Conditions



Bookings, Payment and Cancellations

Party Bookings

- Provisional bookings can be made in person, by telephone, or via the website enquiry form.
- A provisional booking does not guarantee your party slot. Availability will be checked and the slot held temporarily.
- If no reasonable justification is provided for keeping a provisional slot on hold, the booking may be cancelled and the space reallocated.

Payment

- Full payment is required in advance to secure all party bookings.

Venue Cancellations

- We may need to cancel or reschedule a confirmed booking due to circumstances beyond our control. As much notice as possible will be provided in such cases.

Customer Cancellations

- Cancellations must be made in writing at least 14 days before the party date.
- Full payment will be required if you fail to cancel within the required timeframe.
- No refunds will be issued for cancellations that are not made within the required timeframe.

Changes to Party Bookings

- Any changes need to be requested in writing, giving as much notice as possible.
- We will make every effort to accommodate reasonable change requests, subject to availability and feasibility.

Sickness

- Parties may be rescheduled (subject to availability) if a doctor's note is provided.

Catering

Food Choices

- Food choices, including any allergy and dietary requirements, must be submitted at least 14 days before the booking.

Own Catering

- Party hirers wishing to provide their own catering must complete a Catering Disclaimer Form.
- If this form is not completed, Plymouth Active Leisure Ltd reserves the right to cancel the booking.

- If external food is brought in, the organiser must ensure:
 - All dietary and allergy needs are catered for
 - Food complies with Natasha's Law (2021)

Birthday Cake

- The party hirer must notify the party host if they intend to use any flammable materials or matches for lighting candles.

General Party Rules

Arrival & Entry

- The party hirer should arrive 20 minutes before the scheduled start time and report to reception.

Duration

- The total party time (activity, food, cake) is specified in the booking confirmation.
- At the end of the allotted time, the party area must be vacated promptly.
- Should the party overrun by more than 15 minutes, due to the fault of the party hirer, Plymouth Active Leisure reserves the right to levy an additional charge to cover staff costs.

Decorations

- You are welcome to bring your own party banners, balloons and decorations.
- The party hirer must take every precaution to avoid damage when fixing or fastening any of these items.
- Any costs incurred for repairing or making good any damage will be charged to the party hirer.

Personal Belongings

- Plymouth Active Leisure Ltd will not be held responsible for the loss, damage, or theft of any personal belongings.
- Money and valuables should not be left unattended.

Supervision

- The party hirer is responsible for supervising all children attending the party.
- All accidents or incidents must be reported to a member of staff.

Photography & Videography

- Photos and videos are permitted only within your party area and of your guests.
- Images of children must not be shared without prior consent.
- Any unauthorised persons taking photos/videos must be reported to a member of staff.

Food & Drink

- No food, drink or chewing gum is allowed on the equipment or during activities.

Bouncy Castle Parties

Clothing and Footwear

- All participants must remove their shoes and wear socks when using the bouncy castle and soft play equipment.
- Jewellery, watches, or items that may cause injury or damage are not permitted whilst participating in the activities.

Age & Supervision

- Children under 4 years must be accompanied by a supervising adult (18+).
- Adults are not permitted sole use of the bouncy castle, but may enter to support or assist a child.

Active Supervision

- The party hirer is responsible for ensuring children behave in a safe and fun manner.
- Parents and adults must actively supervise all children to ensure the correct use of the bouncy castle.
- Children must not climb over the walls or grab the tops of the castle.
- Children must use the bouncy castle slide seated and facing forward.
- Somersaults, flips or alternative sliding positions are strictly prohibited.

Restricted Areas

- Party attendees must not interfere with or enter cordoned-off areas behind the bouncy castle.
- Electrical fittings or appliances must not be altered, moved or interfered with.
- Any faults should be reported to a member of staff immediately.

Pool Inflatable Parties

Supervision of Children

- Children under 8 years must be accompanied by an adult.
- One adult may accompany up to two children in the pool.
- The supervising adult must remain within arm's reach of the child.

Swimming Attire

- All children must wear appropriate swimming attire.

Inflatable Use

- A maximum of 5 children are allowed on the pool inflatable at any one time.
- Users must not swing or pull on the inflatable's tether ropes.
- Diving from the inflatable, swimming underneath it or standing on the foam floats is not permitted.

Pool Safety

- Only competent swimmers who can swim 25 metres unaided are permitted past the weak swimmer sign.
- Plymouth Active Leisure Ltd reserves the right to refuse or restrict pool usage if deemed unsafe.

- This includes unsafe behaviour or incidents not in accordance with a safe and fun environment.
- The instructions of the lifeguards must be obeyed at all times.

Climbing Parties

Risks & Safety Measures

- Climbing is an activity with inherent risks and the possibility of serious injury.
- By participating, party guests accept that injuries may occur even when all safety procedures are followed.

Safety Induction

- All party guests must complete a safety induction prior to commencing climbing activities.
- Party guests arriving late may miss essential information and may therefore be excluded from participating.

Supervision

- All climbing parties will be led and supervised by qualified climbing instructors.
- Party guests are required to follow all instructions issued by the climbing instructors and staff at all times.

Consent

- A consent form must be completed by a parent/ carer for each child prior to participation.

Clothing & Footwear

- Suitable loose-fitting clothing must be worn.
- All jewellery must be removed before climbing.
- Long hair must be tied back.
- Climbing shoes are available to use. Participants may wear their own shoes if suitable.
- Closed-toe shoes are required, barefoot climbing is not permitted.
(no Crocs, UGG boots, wellies, sandals, sliders etc)

Equipment

- All required climbing equipment will be provided.
- Personal equipment may only be used if approved by the instructors.

Designated Areas

- Party guests may only use areas and activities designated by the climbing team.
- The climbing centre contains hazards such as ground anchors, so party guests must move carefully within the climbing area.

Diving Parties

Swim Competency

- Due to supervision requirements, diving parties are restricted to children aged 8 years and above.
- All party guests must be able to swim a minimum distance of 25metres unaided in order to participate.
- Anyone who does not meet the required standard will not be permitted to dive.

Swimwear & Accessories

- Appropriate swimwear must be worn at all times.
- Jewellery, watches, fitness trackers, goggles, glasses and loose accessories must be removed before entering the pool.

Safe Conduct

- Party guests must follow all instructions issued by the lifeguards and instructors.
- Failure to comply may result in removal from the session without refund.
- Diving is only permitted from boards or platforms approved and opened by staff.
- Only one participant is allowed on the diving board or platform at a time.
- Running, pushing or rough play on the poolside or boards is strictly prohibited.
- When using the springboard, only one bounce is permitted.
- After diving, users must exit the pool immediately by swimming back to the side beneath the board.

Prohibited Actions

- The following actions are not permitted:
 - Diving in front of another board
 - Bombing
 - Handstands
 - Hanging from diving boards

Spectators

- Spectators must remain in the designated viewing areas.

Additional Activities

Permission

- Any party hirer wishing to include additional activities (e.g. face painting, magician, entertainers) must obtain prior permission from Plymouth Active Leisure in advance of their booking.

Responsibility of Party Hirer

- The birthday party hirer is solely responsible for ensuring that any external company or individual engaged provides:
 - Appropriate risk assessments
 - Valid insurance documentation
 - A valid DBS check
 - Any necessary qualifications or licences required for their activity

- All electrical equipment brought in by external providers must be PAT-tested and safe to use. Proof of testing may be requested.
- The hirer is responsible for ensuring the external provider leaves the area clean, tidy and free from damage.
- Any costs associated with damage or excessive cleaning will be charged to the party hirer.

Health & Safety Compliance

- Plymouth Active Leisure Ltd reserves the right to refuse entry or stop any activity at any time if deemed unsafe, inappropriate or non-compliant with company/facility policies.
- No refunds will be issued in such circumstances.

Setup & Breakdown

- Any setup or breakdown time required by external providers must be included within your party's allotted booking slot.

Accessibility and Inclusivity

Commitment

- Plymouth Active Leisure Ltd is committed to making services accessible and inclusive to all children.
- If you have specific requirements or concerns, please contact us in advance to discuss how we can best accommodate your needs or implement reasonable adjustments.

Contact and Queries

- All questions or queries regarding birthday party bookings should be directed to: birthdays@plymouthactive.co.uk