

Terms and Conditions

Charges

Payment can be made via debit or credit card, or cash at the reception at Birchwood Leisure Centre

Cancellation policy: - Must be in writing.

3 months or more before the party – FULL REFUND.

1 months to 2 months before the party – 50% REFUND.

Less than a month before the party – NO REFUND.

If the Hirer fails to arrive without having cancelled by the appropriate method the full charge will not be refunded.

ILLNESS – If your child is ill, we appreciate this is distressing and we would like to help by moving the party date, subject to availability. If no alternate date is found, unfortunately you will forfeit your money. PLEASE INFORM US AS SOON AS POSSIBLE ON THE DAY OF THE PARTY. (CENTRE OPENS AT 9AM) Price will depend on the date and time of party booked.

Booking Confirmation

The Centre requires a minimum of 6 children per party and maximum of 30 children subject to room availability for self catering bookings and up to 60 for all Exclusive Use parties. Confirmation is given once payment in full has been made.

Refusal or cancellation of booking by the Council

The Council reserves the right to refuse an application or cancel or terminate any booking for whatever reason without being bound to give any reason for doing so. Hatfield Town Council will not, as a result of the exercise of this right, incur any liability from such a refusal, cancellation or termination. Any charge or apportioned part will be refunded.

Responsibility of the Hirer

The Hirer shall ensure that all users of the Centre comply with the General Regulations of the Centre (which shall be deemed to be incorporated in these conditions) and the hirer shall be liable to Hatfield Town Council for any breaches. Parents or Guardians are responsible for all children attending the party. We suggest that all valuables are kept at home as we cannot take responsibility for any damage, loss or theft of personal items.

Equipment

Any damage to equipment must be reported to a member of staff straight away.

It may be necessary to close certain areas for routine maintenance during the year that will not be available during your visit.

Snow Policy

In the event of a heavy snow fall, if the Centre remains open and you choose to cancel your party, there will be no refund given. If the Manager decides to shut the Centre, we will re-arrange your party for another date or give a full refund.

Supply of Information

Parents/guardians should inform the centre of any additional needs when booking the party. The centre will take every reasonable precaution to ensure children's safety but parents/guardians must ultimately accept responsibility for their child's welfare. We can take no liability for any user wearing a cast, or already nursing an injury before going in to the soft play area.

Interpretation

'The Council' includes any member of staff from the Centre authorised to perform any particular duty. The 'Hirer' means the person or organisation hiring the centre. Persons under the age of 18 years will not be accepted as a hirer.

Party Procedures

A time of 2 hours is allocated for your **daytime** self catering party; this includes the soft play area and time to cater for the children.

Exclusive use parties are available for those 16 years and under.

Times are as follows

ARRIVAL 10AM – PARTY END 11.15AM – DEPARTURE 11.30AM

ARRIVAL 12 NOON – PARTY END 1.15PM – DEPARTURE 1.30PM

ARRIVAL 4.30pm – PARTY END 5.45PM - DEPARTURE 6.00PM *

ARRIVAL 4.45pm – PARTY END 6.00PM - DEPARTURE 6.15PM

ARRIVAL 6.30PM – PARTY END 7.45PM - DEPARTURE 8.00PM

ARRIVAL 8.30PM – PARTY END 9.45PM - DEPARTURE 10.00PM *

ARRIVAL 8.15PM – PARTY END 9.30PM - DEPARTURE 9.45PM

*Times to start from 01.02.2012

Evening Parties – **IF YOU ARE HAVING FOOD, THE PARTY IS ALLOCATED ONE HOUR PLAY AND HALF HOUR FOR FOOD AFTER PLAY, (including a cake if you bring one). NO RETURNING TO THE PLAY AREA AFTER FOOD**

Party guest must vacate their room promptly to allow time to set up for next party.

No alcohol may be brought on to the premises at any time.

No cameras or video equipment are allowed, except in the party room, without our permission.

Suitable clothing and no footwear (apart from socks) should be worn in the play area.

At least 2 adults must stay and supervise children at the party and on the softplay.

No candles allowed on cakes.

Should the fire alarm sound all users should vacate the building in an orderly fashion.

Hatfield Town Council
Council Offices
Birchwood Leisure Centre
Longmead
Hatfield

Herts AL10 0AN Tel: 01707 270772/3

Amended 30.11.2011

<http://www.nhs.uk/Livewell/homehygiene/Pages/Foodpoisoningtips.aspx>