

# **Terms and Conditions**

## **Charges**

**The Council will require payment in full at the time of booking.**

Payment can be made via cheque or credit card. Cheques should be made out to Hatfield Town Council. Any cheques must be received at least two weeks before the hire date. An additional charge of £20 will be incurred for any cheques returned unpaid by your bank.

## **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.

## **Booking Confirmation**

The Centre requires a minimum of 6 children per party and maximum of 30 children subject to room availability for Bookings with a food option and 60 for all other bookings.

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.**

## **Supply of Information**

Parents/guardians should inform the centre of any food allergies/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**

Your party will be met at reception by a member of staff, and shown to the play area. There is a height restriction of 1.52m (5 ft) for use of the facility each day from 9.30am to 4.30pm.

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

Evening exclusive use parties are available for those up to 17 years of age.

### Times are as follows

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

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

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

Evening Parties are allocated 90 minutes, **but please note bookings must be vacated from the soft play area and cafeteria area by the end of your session, which is 6.15pm, 8pm or 9.45pm, clearing up must be done within your booking period not after.**

**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 262023**

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