

Group Leaders must read our [Admissions Policy](#) and [Health & Safety Policy](#) and ensure that [all](#) members of your group are aware of and adhere to the rules whilst they are on the premises.

1. Group slots are limited and are booked on a first come, first served basis. We currently do not request booking fees or deposits, however, if you find your numbers may significantly differ to your original booking or are unable to fulfil your booking please inform us as soon as possible so that we are able to ensure that we maintain both an organised and efficient service for yourselves and other customers.
2. Your outstanding balance **must be** paid on arrival by either cash, cheque or debit/credit card.
3. Bookings **must be** made at least 24 hours in advance of the chosen arrival time.
4. Bookings made less than 24 hours before the chosen arrival time will be charged at the prevailing 'Bluster' Group rate.
5. Please notify us of any amendments to your booking at least 24 hours prior to your arrival.
6. If amendments to your booking mean your numbers are different to the number originally booked, we will amend your price per head in accordance with the prevailing rate for that group size.
7. If you arrive later than the pre-arranged time we will endeavour to accommodate your group for the slot booked. However, we reserve the right to cut short your visit. Under extreme circumstances your visit may need to be postponed. No refunds will be issued for late arrivals.
8. One Group Leader will be admitted **FREE** for every 20 full-paying admissions.
9. A single refundable wristband deposit of **£30** will be taken on arrival. Please designate a Group Leader to oversee the distribution and collection of your group wristbands. Your deposit will only be refunded when [all](#) wristbands have been returned undamaged. Lost or damaged wristbands will be charged at **£3** per wristband.
10. Group bookings are not exclusive unless booked as a [Private Hire](#).
11. Any group booking that includes guests under the age of 9 is subject to our adult to child ratio policy. Please see our [Admissions Policy](#) for more information.
12. If any of your party have special dietary requirements, a disability or additional needs please let us know and we will do our best to support them during their visit. Please read our [Accessibility Statement](#) for further information.

## DECLARATION

Confirmation of a group booking at Splashdown is based upon the acceptance and adherence of our [Group Terms & Conditions](#). Our team are here to help you - please ask if you require any assistance.

Splashdown Poole, Tower Park, Poole, Dorset **BH12 4NY** | **FREE PARKING**

To discuss or amend your party booking please call **01202 716123** or email [parties@splashdownpoole.co.uk](mailto:parties@splashdownpoole.co.uk)