

Party organisers must read our [Admissions Policy](#) and [Health & Safety Policy](#) and ensure all adults in the group are aware of and adhere to the rules whilst they and their child/children are on the premises.

1. Party slots are limited and are booked on a first come, first served basis. There are no booking fees but a non-refundable **£40** deposit must be paid at the time of booking to secure your chosen party slot.
2. Please arrive promptly for your party booking. Parties that arrive late will still finish at the original time. We are unable to extend party times due to late arrival.
3. Your outstanding balance **must be** paid on arrival by either cash, cheque or debit/credit card.
4. Bookings must be made at least 7 days in advance of the required party date.
5. Cancellations up until 48 hours prior to the party date will forfeit the **£40** deposit. Cancellations less than 48 hours before the party date will be required to pay **50%** of the full party balance.
6. Parties booked at Splashdown are not exclusive unless booked as a [Private Hire](#).
7. In the unlikely event that the birthday child becomes unwell prior to the party we can postpone the party to another date acceptable to both parties.
8. In the extremely unlikely event of Splashdown having to cancel, we will do all we can to arrange the party for another date acceptable to both parties. Should this not be possible any monies paid by the customer shall be refunded in full.
9. The minimum number of paying guests for a party at Splashdown is 8 guests
10. Additional guests may be added on arrival and will be included in your final payment. If there appears to be more guests than expected prior to arrival, please let us know at your earliest convenience so that we have everything in place for your party to run smoothly.
11. In the event that fewer guests arrive on the day than expected, we will refund the difference as long as the number remains above the minimum number of 8 guests required for a party booking.
12. A party booking for less than the minimum number of guests can be made **but** you will be charged for the minimum number of 8 party guests.
13. Siblings of party guests that aren't on the guest list will be charged at the prevailing '2 Hour' admission price. Siblings under 5 years of age will be charged at the prevailing 'Under 5s' rate.
14. One party host is provided per booking. Extra party hosts may be available for an additional £20. However, a minimum of 7 days notice is required.
15. Any party booking including guests under the age of 9 is subject to our adult to child ratio policy. Please read our [Admissions Policy](#) for more information. Additional adult tickets are allocated up to this ratio free of charge.
16. All party guests **must** follow instructions given by the Party Host to ensure their safety and to maintain the smooth running of the party schedule.
17. 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.
18. Each party guest will be given a Smart Wristband on their arrival to enable them to use the flumes. These wristbands **must be** returned to your party host at the end of your party. Lost or damaged wristbands will be charged at **£3** per wristband.

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

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As the Party Organiser, you must:-

1. Remain within the centre at all times throughout the party booking.
2. Ensure that all party guests are confident in the water and that we have been made aware of any person with any special dietary requirements or additional needs.
3. Ensure party guests only undertake activities of which they are capable of performing.
4. Ensure that any amendments to your party booking are communicated to us in line with the [Party Terms & Conditions](#) listed above.
5. Ensure that all members of your party are aware of our [Admissions Policy](#).

DECLARATION

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

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