



Party Terms & Conditions

1 Hirer's Responsibilities

- 1.1 The conditions of hire and vulnerable adults are set out below and must be adhered to for the duration of your booking.
- 1.2 At all times children and vulnerable adults are the responsibilities of the supervising adult/hirer, from drop off to collection.
- 1.3 To adhere to the occupancy & supervision details stated in the table below.
- 1.4 It is the hirer's responsibility to ensure all children are suitably clothed for the activity | and ensure centre rules are adhered to by the party/group at all times.
- 1.5 Maximum numbers of admission will be confirmed on booking. Under no circumstances must the hirer allow the maximum number of admissions to exceed this.
- 1.6 Staff members are present to ensure the correct use of the play equipment, access first aid facilities and to implement the centre rules.
- 1.7 Please notify changes in group size for any party booking online before your party booking. Should you bring fewer children on the day than you have booked for we reserve the right to charge the full amount for the absent children.
- 1.8 Final balance payments must be made 7 days prior to your party date. If not received you risk losing your booking and any monies paid to date.

Centre	Occupancy	Supervision
Kingfisher Leisure Centre Pool Party	140 swimmers	All under 8s must be supervised by an adult (16 years+ or parent) at all times within the centre & in the pool. Ratio 1 adult to 2 children under 8.
Hadleigh Pool & Leisure Pool Party	60 swimmers	All under 8s must be supervised by an adult (16 years+ or parent) at all times within the centre & in the pool. All under 8s must be supervised by an adult (16 years+ or parent). Ratio 1 adult per 4 children under 8.
Little Kingfishers Play Centre Party	Min 12 Max 30	All under 8s must be supervised by an adult (16 years+ or parent). Ratio 1 adult per 4 children under 8.
Little Kingfishers Play Centre VIP private Hire	90 children (max) & 140 including spectators	
Sudbury Sports Centre	Min 12 Max 20	
East Bergholt Sports Centre	Min 12 Max 30	
Holbrook Sports Centre	Min 12 Max 30	
Payment Policy (for all of the above locations)	At time of booking a 50% non-refundable deposit is paid to secure booking. 7 days prior to the booking date the full balance owed must be paid. Cancellation of party results in the deposit being lost. Refunds will not be given for absent attendees.	

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2 Catering

- 2.1 Only food and beverages purchased at the centre may be consumed on the premises unless prior agreement has been met. (Excluding Birthday Cake)
- 2.2 With prior agreement from the management, your own food may brought & consumed on premises please be aware a surcharge will apply.
- 2.3 The hirer is not permitted to arrange for or permit, the sale or consumption of alcohol on the premises
- 2.4 Party food provided by SSL will be in a suitable designated area that may change depending on your booking.
- 2.5 Final attendance numbers must be confirmed by telephone seven days prior to your party.

3 Health and Safety

- 3.1 Smoking is strictly prohibited within the building or grounds at all times including E-cigarettes.
- 3.2 The company does not accept responsibility for lost or damaged possessions.
- 3.3 All children & adults participate at their own risk.
- 3.4 The company does not accept liability for loss or injury of whatever nature, caused through misuses of the equipment or lack of parental supervision or failure to comply with the Centre Rules.
- 3.5 The company ask that the centre photography policy be adhered to for the duration of your booking.

4 Behaviour

- 4.1 Threatening or intimidating behaviour towards any of our staff or other customers will not be tolerated, and will be reported to the police.
- 4.2 Anyone deemed to be under the influence of intoxicating beverages or illegal substances will be refused entry to the centre & may be reported to the police/local services.
- 4.3 The company reserves all rights to admission/refusal of admission.
- 4.4 Should the hirer cause any damage to the centre, the Company shall demand the reasonable amount incurred by the Company in repairing or replacing as appropriate along with a 10% administration charge for the repair or replacement.
- 4.5 It is the supervising adults responsibility to ensure that the Company Rules of Play, Behavior and Code of Conduct Policy is adhered by all children in their care.

5 General Arrangements

- 5.1 The company reserves the right to alter times, attractions and prices without prior notification.
- 5.2 Parties must arrive on/15 minutes before the start of their booking. Extra time cannot be added to the end of a party due to late arrival; late arrivals may miss their party in which case no refund will be offered.
- 5.3 We ask that you ensure parents arrive on time to collect their children at the end of a party. The hirer is responsible for ensuring that all children in their party are collected before leaving.
- 5.4 SSL does not take any responsibility for any personal belongings including presents, left in the centre.
- 5.5 Terms and conditions are subject to change. Please check before participating.

Pool Party Arrangements

- 5.6 We ask the supervising adult is situated at the entrance to the pool to ensure the party doesn't enter the pool early or until the Lifeguard instructs.
- 5.7 The spectator seating is available for use during your party only.
- 5.8 Lockers must be used to store personal belongings, SSL do not take responsibility for any personal belongings including presents, left in the Centre.
- 5.9 At the end of the session ensure that your party leaves the water and pool hall promptly.

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6 Refunds and Cancellations

- 6.1 Please note that for any bookings you will be charged a non refundable deposit of 50% of the total fee.
- 6.2 Should you need to cancel the booking then you will lose your deposit.
- 6.3 Should you need to move your booking then it is at the sole discretion of the management as to whether they will be allowed. In the event that this is not possible then you will have deemed to have cancelled the booking and will lose your deposit.
- 6.4 The company can be contacted at:
Kingfisher Leisure Centre/ Little Kingfishers, Station Road, Sudbury, Suffolk, CO10 2SU 01787 375656
Hadleigh Pool & Leisure, Stonehouse Road, Hadleigh, Ipswich, IP7 5BH (Head Office) 01473 823470
Sudbury Sports Centre, Tudor Road, Sudbury, Suffolk, CO10 1NW 01787 373132
East Bergholt Sports Centre, Heath Road, East Bergholt, CO7 6RJ 01206 299340
Holbrook Sports Centre, Holbrook Academy, Ipswich Road, Holbrook, Ipswich, Suffolk, IP9 2QX
01473 328015

7 Miscellaneous

- 7.1 SSL will not be liable (other than liability for death or personal injury resulting from the Seller's negligence) for loss, injury or damage caused by third parties provided by the Seller where such loss, injury or damage arises from the act of omission of the third party.
- 7.2 SSL liability to the Hirer (other than liability for death or personal injury resulting from the Seller's negligence) for any loss or damage of any nature: (a) arising from any breach of the Conditions; or (b) any negligence, breach of statutory or other duty on the part of South Suffolk Leisure; or (c) in any other way out of or in connection with the non-performance of or purported non-performance of, or failure to perform the Services in accordance with the Conditions will be limited to no more than the total cost of the booking.
- 7.3 The Contract is between South Suffolk Leisure and the Hirer as principals and may not be assigned by the Hirer without the express written consent of the Seller.
- 7.4 SSL is in default of any of its obligations hereunder, it shall not be liable where such default is due to any act of God, war, strike, lockout, industrial action, fire, flood, drought, tempest, snow, mechanical breakdown or any other event beyond the reasonable control of the Seller. In such circumstances, the Seller shall give notice to the Hirer where possible, and be entitled to retain the initial deposits and be released from performance of its obligations hereunder to the extent the event of supervening impossibility prevents or restricts the Seller's performance.

PRIVACY AND DATA PROTECTION POLICY

South Suffolk Leisure treats the protection of personal data carefully. If you have any questions about your personal data held by us, or you wish us to cease processing your personal data for direct marketing purposes, please contact the Data Protection Officer, South Suffolk Leisure, Hadleigh Pool & Leisure, Stonehouse Road, Hadleigh, Ipswich, IP7 5BH. We use personal data about our customers, prospective customers and former customers for the purposes of administering bookings (including collecting booking fees and other sums due to us), access control, providing services to customers such as maintaining facilities, providing marketing information to customers, prospective customers and former customers and internal administration such as training, detection and prevention of crime. Where the information is sensitive (for example, health and medical details) we take extra care of this information and will not pass it to any other parties except to any successor businesses of ours. Other information, we may pass to contracting parties of ours, other relevant business and successor businesses.

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