

Birthday Party

Terms and Conditions

The Hirer must read and comply with all Terms and Conditions. If clarification is required, the centre Duty Manager should be contacted.

1. Booking, Payments & Changes to Bookings

- 1.1** Full payment is required at the time of booking. Refunds are available only when a minimum of four weeks' notice is provided prior to the party date.
- 1.2** When booking, the Hirer must advise the centre of any equipment required. All requested details, including floor plans if applicable, must be noted on the booking form.
- 1.3** Should we need to amend your party booking in any way, we will contact you to offer alternative facilities of a similar type to those in your original booking. If the alternative is not suitable, you are entitled to a full refund. In some circumstances, we may also be required to cancel a party; if this occurs, you will receive a full refund.
- 1.4** Fife Sports and Leisure Trust reserve the right to cancel any party booking if we believe the booking is illegal, inappropriate, poses a safety risk, or may negatively impact the reputation of the organisation. In such circumstances, you will receive a full refund.

2. Arrival, Access & Use of Facilities

- 2.1** The times booked for your party must be strictly adhered to. All areas must be vacated promptly at the stated finishing time.
- 2.2** Parties should arrive on time to ensure full use of the booked session. Late arrival does not extend the booking; the session will still end at the scheduled time.
- 2.3** Activity access is permitted only from the booked start time. All participants must leave the activity area immediately at the end of the activity hour.
- 2.4** Party room access is available 15 minutes before the booked room time. The room must be vacated promptly at the stated end time, with no more than 15 minutes allowed for final departure. Access and departure times may vary between centres; please check with the leisure centre in advance.

3. Equipment, Set-up & Decorations

- 3.1** The leisure centre provides equipment (including inflatables) on the understanding that no liability is accepted for non-arrival, breakdown, or technical faults.
- 3.2** All equipment and party rooms must be returned in a clean and tidy condition. The Duty Manager reserves the right to cancel, amend, or curtail any party if behaviour is unsafe or inappropriate. The Duty Manager's decision is final.
- 3.3** Hirers may bring their own food, including delivered items; however, no heating facilities are available. Party rooms include tables and chairs only. Table coverings and decorations may be supplied and removed by the Hirer.
- 3.4** Only suitable decorations such as banners, weighted balloons, and table décor are permitted. Confetti and any items that require taping, pinning, or fixing to walls are strictly prohibited.

4. Supervision, Safety & Behaviour

- 4.1** The Hirer is fully responsible for the safe collection and supervision of all children attending the party.
- 4.2** Customers are liable for any damage caused by party guests. The centre may remove any individual behaving disruptively or unsafely.
- 4.3** No eating or drinking is permitted in pool areas, on inflatables, or in changing rooms. The entire building operates a strict no-smoking policy.
- 4.4** All participants must change in designated changing rooms and not in activity areas.

5 Photography

5.1 Photography is permitted only of the Hirer's guests and only with parent/guardian approval. Photography or filming is strictly prohibited in all swimming pool areas. Images must not include other centre users.

6. Liability & Personal Belongings

6.1 Fife Sports and Leisure Trust accept no responsibility for lost, damaged, or stolen items. The Hirer is responsible for ensuring all personal belongings are kept safe.

7 External Entertainment

7.1 External entertainment may be arranged by the Hirer; however, all entertainers must provide proof of £5 million Public Liability Insurance, and all electrical equipment must be PAT tested.

8 Age, Height, Capacity & Pool Rules

8.1 All age, height, and capacity restrictions applicable to each party type must be strictly followed. Full details can be found at: <https://www.fifeleisure.org.uk/birthday-parties>. We reserve the right to refuse participation if a child does not meet the required age or height criteria, or if the number of attendees exceeds the stated capacity for the chosen party type.

8.2 Pool Supervision: Children under 8 years must be accompanied in the water by a responsible adult aged 16 years or over. The required supervision ratios are: 1 adult to 2 children under 5 years, or 1 adult to 3 children aged 5 to 7 years.

8.3 All weak or non-confident swimmers must exit the pool inflatable before reaching the "no non-swimmers beyond this point" sign. In some circumstances, a swim competency test may be required before participants are permitted access to the pool inflatable. This will be carried out at the discretion of the Duty Manager or supervising lifeguards to ensure participant safety.