

Birthday Party FAQ and Terms and Conditions

Thank you for choosing The ARC Campbelltown for your child's birthday party. By confirming the booking and paying a deposit, the parent/guardian agrees to our Birthday Party terms and conditions.

Q. How many children can attend the birthday party?

A: The minimum number for birthday parties is 10 children and can go up to 12 children. If you wish to book a birthday party for less than 10 children you will still be charged for the minimum number. If less than the finalised number arrives on the day there will be no exchange or refund of services. Please be advised final party numbers must include all participating children, including siblings and friends. If you wish to invite more than 12 children there will be an additional charge of \$45 for an extra party host plus \$30 per head. A maximum of 20 children can attend the party.

Q. What is the structure of the birthday party and how long does it go for?

A: The party is for 1.5 hours. For the first hour the children will be in the water with a host for games and activities. Birthday Party participants can use the Splash Pad Area during the party if all party members wish to use the area, but do not have this area booked exclusively for their group. The last half hour will be for birthday cake and party food, at your reserved table.

Q. What is included in the cost of the birthday party?

A: Included in your party package is - party food and drinks, a party host, entry to the pool, standard table decorations including balloons, plates, cutlery, cups and serviettes. Three (3) party food packages are available and are not modifiable or interchangeable (with the exception of specific Gluten Free and Vegetarian options).

Each child attending the party will receive a Lolly Bag at the end of the party supplied by the ARC. This will be a bag of lollies (only) so feel free to add other toys or lollies in addition to this to make the bag your child wishes to create; collection can be arranged before the party if needed.

Q. How do I make a party booking?

A: All birthday party enquiries will be taken online via our 'Birthday Party Booking Form', go to <http://campbelltown.dcw.lga.sa.gov.au/page.aspx?u=5070> and follow the prompts. Any other means of enquiry may be directed back to the website to fill out a 'Birthday Party Booking Form'. Please note enquiries do not guarantee preferred times nor are they a confirmed booking. We will endeavour to facilitate your request within 3 business days but work on a first in first served basis.

A \$100 deposit will need to be made at the point of booking to secure your desired time slot. Deposits are non-refundable within fourteen (14) days of the party. If cancellation is required less than fourteen (14) days prior to the party you will receive a 50% refund of your deposit. Please take care to choose a time that suits.

Final birthday party numbers, food options, platters and payment is required seven (7) business days prior to the party. The final payment will also include any additional charges (extra host etc). Failure to pay in full seven (7) business days before party date may result in a non-refundable cancellation of your booking. Payments can be made in person via customer service or over the phone through EFTPOS.

Q. What happens if I need to cancel my party booking?

A: Birthday party deposits are non-refundable within fourteen (14) days of the party. Any time after fourteen (14) days if the party cancellation is required you will receive a 50% refund of your deposit. Please take care to choose a time that suits. On presentation of a medical certificate, you may reschedule your party for an alternate date. Presentation of a medical certificate will not entitle you to a refund of your paid amount, only a reschedule of the party booking for a time that is agreed on by both parties.

If you need to cancel your birthday party booking, written notice must be provided to The ARC fourteen (14) days prior to your booking date. If the notice period is met, you will receive all money paid back via EFT transfer. You must communicate a specific time and date that you are able to come and collect the refund as agreed upon by both parties, to ensure the refund is prepared and ready for processing.

Q. What time should the guests arrive?

A: The ARC suggests that you inform the party guests to arrive fifteen (15) minutes prior to your party start time. Any time lost due to late arrivals will not extend the party finishing time.

Q. Where do the guests meet?

A: The ARC suggests party guests meet in the café area approximately fifteen (15) minutes prior to your party start time. The party host will then introduce themselves and give each child a wristband to wear for the duration of the party.

Q. What is the minimum age for a birthday child?

A: Minimum age for a birthday child is five (5) years. Any guest wishing to participate in the party under five (5) years of age, must have an additional adult in the water as per the **WATCH AROUND WATER** guidelines. Any adult accompanying a child Under five (5) in the water will pay general pool entry which will be added to your final payment amount. Watch Around Water guidelines state;

- Children under 5 years old require a parent or guardian in the water at all times (within arm's reach) of the child.
- Children 5-10 years old require a parent to be close enough to make eye contact with the child and be constantly watching them.
- Children under 10 years are not allowed entry unless under active supervision of a person 16 years or older.
- Parents or guardians should actively supervise their children at all times. As such, they should be dressed ready for action, including unexpected entry to a pool.

-It is expected that the parent(s) or guardian(s) hosting the party will remain present in the pool area while activities are underway.

- Parents and spectators are not required to pay for entry to the aquatic area.
- Birthday Party participants are subject to the ARC pool rules, and must listen to the direction of Lifeguards at all times.
- Party hosts are only able to supervise for the duration of the party. Outside of this time, parents and guardians must actively supervise.
- For safety reasons the ARC reserves the right to reject any birthday party booking where there is multiple invited children under the age of five (5).

Q. Can I bring my own food for the party?

A: No, all birthday parties will be catered for by The ARC Campbelltown. Birthday party packages cannot be modified.

Q. Can additional food be purchased for adults?

A: Yes, additional food platters are available to purchase for adults. If you are wanting additional platters, an order will need to be placed at time of booking the party. Platters are required to be booked no later than seven (7) business days before the party.

We are unable to accommodate any additional platter requests made less than seven (7) business days before the prescribed booking

Q. What if a child attending the party has an allergy or medical condition?

A: If a child(ren) attending the party has food allergies or medical condition, please indicate in the notes section of the online 'Birthday Party Booking Form' and our team will be in contact with you regarding additional options. The ARC takes no responsibility for incidents that may occur as a result of inadequate notification to staff about medical conditions and any food allergies.

Q. What happens at the end of the party?

A: Once the party has finished children can continue to stay in the aquatics area under parent/guardian supervision, however you will need to move your belongings outside of the reserved party area. If parents/guardians wish to enter the pool with their children they can pay casually at customer service.

Camera and video policy

Management welcomes the capturing of your magic moments on camera and video, however, the privacy of others must be respected. The use of cameras and video cameras at this venue is conditional upon the following:

- You must have all relevant individuals consent to take and use images
- It is illegal to broadcast or publish images without consent
- Under no circumstances are cameras, video cameras and mobile phones to be used in the change rooms
- Under no circumstances are cameras, video cameras and mobile phones to be used underwater in the aquatic area.

Legal Obligations

There are risks that arise from the facilities, your use of the facilities, your participation in any program and your presence at the centre. You enter the centre at your own risk. Subject to any rights you may have under law, we and any of our officers, employees and contractors accept no liability of whatever description for any loss, injury or death which may occur at the centre. To the full extent permitted by law, you release and discharge us from all liabilities and claims arising out of your use of the centre facilities.

You are responsible for all your items of a personal nature that you bring into the centre and, to the extent permitted by law, ARC and Campbelltown City Council accept no responsibility for loss, damage or theft of personal belongings.

For the purposes of patron and staff safety, ARC uses CCTV and alarm security surveillance systems. We reserve the right to use these images for security purposes related to centre, and as such, you may be monitored or captured on CCTV footage.