

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.

Thank you for booking your special celebration with Splashdown. These terms and conditions are here to help explain what will happen when you have a party at Splashdown and for you to understand our cancellation and deferral policy, our obligations to you and what is required as a party organiser.

Please familiarise yourself with the document and ask us if you have any queries.

- The number of party guests must be registered on a party guest list which must be with us at least 48 hours before the party starts.
- Party parents/carers must read our admission policy and ensure all adults in the group are aware of and adhere to the rules while they and their child/children are on the premises.
- Party slots are limited and are booked on a first come, first served basis. All parties must now be fully paid at the time of booking online through our booking website.
- You will receive an order notification and receipt of a further party confirmation and a request for further information will follow securing the slot booked for your party.
- Bookings must be made at least 7 days in advance of the required party date – this is to allow us time to make sure we have the correct number of staff for the day of the party.

Cancellation Policy:

Parties cancelled within 7 days of the party date will incur

a charge equivalent to the base price of the party – no extras would be included, the balance of monies paid will be refunded to you. This is necessary as we cannot then resell that party in the time between cancellation and date of the party.

Cancellation 7 – 14 days before the party date, cancellation fees will be reduced by 50%

Cancellation 14 days – 21 days fixed fee £50.00

Cancellation 21 days or more - no charge

Postponing your party – we know, kids are ill, things happen. Contact us as soon as you know that you will not be able to go ahead with your party, we will arrange for your party to be held over until another date and time to be decided or if you are able to decide on a new date we will move it, subject to availability. On the day postponements are subject to a fixed fee of £50.00 to cover additional staff costs and/or food preparation.

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. All monies paid by the customer shall be refunded in full if we cannot find a suitable alternative.

Less guests than expected. Your party booking has a degree of flexibility but not below the minimum number stated for your party type. Please ensure that you tell us immediately on arrival if the number of children is more or less than that paid for on your party booking. If you have more than two additional children attending, we really would appreciate at least 24 hours' notice so that we have everything in place for your party to run smoothly. If your numbers change on the day of your party a max of 2 guests will be refunded.

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

To discuss or amend your party booking please email groupsandparties@lemurattractions.co.uk

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.

Party bookings can be made for less than the minimum number of guests but will be charged for the minimum number of party guests for that party type. On occasion due to 'shopping basket' quirks the minimum number available to purchase may be less than the minimum for your party type. Please note that any parties for below the minimum will be cancelled unless an agreement between you and us is made subsequent to the order and appropriate payment made for the minimum number of guests required.

2 adults FREE of charge per party and 2 x free drinks vouchers. Shared parties do not get additional party parent tickets or drinks vouchers.

Additional adults will be charged at the standard admission rate for adults. Other children not otherwise included in the party calculations will be charged at the prevailing admission rate for their age – they will not be provided with food unless otherwise paid for.

You will be required to leave Splashdown after the designated party time.

We reserve the right to substitute menu items if an item is not available. If you have special dietary requirements, please let us know and we will do our best to assist. It is especially important to highlight any allergies.

Speak to our party co-ordinators ideally via email at groupsandparties@lemurattractions.co.uk or by phone 01202 711570

As the party organiser, you are responsible for:

1. Always staying within the facility throughout the party.
2. Ensuring that we have been made aware of any guests with special dietary requirements or additional needs.
3. Ensuring that amendments to your booking are communicated with us in line with the terms and conditions listed above.
4. Ensuring that all members of your group are aware of waterpark rules and are confident in the water.
5. Remind those with parental responsibility for attending children that they should not allow their child/ren to come to the party if they are unwell or have had vomiting or diarrhoea in the past 48 hours.
6. Confirmation of your party booking is based upon your acceptance and adherence to the party terms and conditions.

Our team are here to help, please ask if you need assistance.

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

To discuss or amend your party booking please email groupsandparties@lemurattractions.co.uk