



Birthday Party Bookings Information

Online Birthday Party Bookings

Birthday party bookings can be made online, via our customer portal www.pools.whanganui.govt.nz or in person. You will need to set up an account if you do not have one with us.

Bookings are a minimum of 2 hours, you can book up to two slots back-to-back, when two spots are booked the 30 minutes break in middle will be removed from the end of the booking (e.g. slots 9-11 and 1130-130 booked would be a 9-1pm booking)

To book two slots online, select the first slot, then select 'continue', then 'book more', select the second slot, followed by the 'add to booking' button, agree to terms and conditions and 'add to cart', and 'continue to payment'.

Estimated group size must be included. The maximum number for party space is 25 people. You can book 6 weeks in advance.

Reservations

Reserved bookings made over the phone/email are held for 1 working day only. Reserved bookings must be paid in person. To reserve bookings we require name, date, time and contact information.

General Information

The birthday party space, is on the mezzanine floor on the recreational side of the facility, if you have any accessibility issues, we have alternative space in the main pool side of the facility – enquiries for this space is via email splashcentre@splashcentre.co.nz

Bookings cannot go over allotted period due to other bookings being in place and our staffing availability to perform room check and refund process.

Chairs and tables provided, no outside furnishings to be brought into the facility without management written consent.

BYO decorations, please note these cannot be stuck to the wall. Hooks in place can be utilised.

Our standard facility rules apply. No photos to be taken of people in pools from the mezzanine.

No prams are to be taken up stairs.

Children under 8 must be actively supervised by a caregiver over the age of 17 – active supervision means watching your child at all time, and ready to offer assistance if needed.

Fees and Charges

Bond	\$50.00	Paid in advance
Room Hire	\$15.00 per hour Minimum 2 hours, maximum 4 hours	Paid In advance
Party Admission	\$55.00 Inclusive of up to 10 people	Paid In advance
Spectators and Additional Admission	as per our standard entry fees	Paid on day

Booking Slots

Friday Term Time	3.30pm-6.30pm (minimum 2 hours)
Weekends Term Time and School Holidays	9am -11am
	11.30am-1.30pm
	2pm-4pm
Public Holidays and Christmas/Easter Period	11am-1pm
	1.30pm-3.30pm





Terms and Conditions

Our Rules

1. All standard facility rules apply
2. Children under 8 must have correct colour band, put on at front counter if they are included in the 10 people entry. Children must be actively supervised as per our pool alone policy when they are in the water, this term cannot be met by a parent/guardian being upstairs for supervision purposes of under 8's.
3. No glass, china, or breakables to be brought into the facility (this include presents)
4. Do not lean or place children or items on the balustrade (rail and glass)
5. The Splash Centre accepts no responsibility for any valuables left in the party room – if you have valuables there is lockable lockers available.
6. Do not take photos of those in the pool from the mezzanine floor.

Party Specific Rules

7. Birthday party bookings are inclusive of entry for up to 10 people, additional admissions must be paid on entry, standard fees apply.
8. Tables and chairs are provided, in good condition, based on estimates received at time of booking to a maximum of 25. No furniture or equipment to be removed from the birthday party room – and no furniture or equipment to be brought into the facility unless agreed in advance.
9. The party room is accessible by stairs only, by accepting these terms and conditions you acknowledge this.
10. There is a gate at the top of the stairs, please do not hold this open, it is to ensure no one slips down the stairs.
11. Please make best endeavours to dry off prior to entering the space, this is to avoid clean up and slips and trips.
12. The room must be left in good condition. Floors, table and chairs must be wiped down, with the cleaning products provided, and left free of any food or drinks. Do not attach decorations in a manner that could damage walls.
13. There is an allowance of 15 minutes prior to bookings starting to allow for set up. Access will be declined outside of this time.
14. Due to the potential for electrical overload within our facility NO outside appliances are allowed to be used in the birthday room.
15. I understand that should any of the above rules not be adhered to, or rectified on request, the Splash Centre has the right to remove your group from the facility.
16. You must vacate party room within allotted booking period, if you have two bookings back-to-back your allocated time finishes 30 minutes earlier to allow for unpaid break of 30 minutes.
17. No more than two bookings in the same day can be made for the same party – unless agreed with management in writing. We reserve the right to remove bookings not correctly made.
18. No Prams to be taken up stairs

Bond and Refund Terms

19. Failure to meet any of the above terms and conditions (rules) may result in forfeiture of the bond.
20. Bond can be refunded in person via eftpos, bank transfer (please allow 10 working days) or Splash Centre Voucher. If the payment is pending from online purchase then refund will not be able to be processed on the day.
21. For bond refunds we will need to confirm person receiving bond return is the same as the person who did the booking.
22. Cancellations received with less than 48 hours' notice are subject to bond not being refunded.

