

## The Y NSW

# Birthday Parties – Frequently Asked Questions

### **How old must a child be to attend a pool party?**

All children in attendance **MUST** be 6 years or older to participate in pool party activities, including siblings of the birthday child. This is in accordance with the Y NSW and the Royal Life Saving Society “Keep Watch @ Public Pools” policy.

### **How much does a birthday party cost?**

The cost for a party is \$38 per child, with a minimum of 10 children. This includes food and drink (detailed in the party menu included) as well as use of the pool inflatable and the party room after the water activities. Please note if there are 14 or more participants, including the birthday child and siblings, an additional party leader is required at a cost of \$50 per party leader.

### **I’m not sure of the number of guests, what do I do?**

We require a minimum of 10 children to book a party. When booking, book for the maximum number of children that you will expect to attend (up to our limit of 25). When you are contacted to confirm party details 7 days prior to the event, we can revise your numbers.

### **Is a deposit required to secure a booking?**

A minimum of a 25% deposit must be left to secure the booking; the party is not a confirmed booking until this deposit has been made.

### **How do I confirm party details?**

You will be contacted 7 days prior to the party to confirm numbers and parent platter orders. If you have any questions or changes after this time, please contact us as soon as possible and we will try our best to accommodate your request.

### **When am I required to finalise payment?**

Final payments must be made to front desk prior to the party commencing. The total amount will be based on the numbers given when party details are confirmed. This cannot be changed.

### **I have a child with a food allergy. What should I do?**

Please inform us as soon as possible about what the child is allergic to so our café coordinator can order food appropriately. If possible, include on the booking form. Please make sure the child also has their medication on hand on the day of the party in case of emergency. \*Additional charges may apply.

**One of the children has a medical condition (e.g. anaphylaxis, asthma). Can they still participate?**

If a child has a medical condition, the instructor(s) will need to be made aware of it. Please include it on the booking form and make sure that any medication is on hand on the day of the party in case of emergency.

**One of the children is a weak swimmer. Can they still participate?**

Before water activities commence, the instructor(s) will conduct a brief swim ability test. If a child does not pass, they may not be allowed on the inflatable for safety reasons but may be able to participate in games.

**Who is allowed in with the party?**

Wristbands will be issued for the total number of children specified in the booking request. Additional children, family members, parents or grandparents etc. will be allowed entry to the party however; if they wish to swim during the party they must pay an entry fee. Children who have attended a party may swim afterwards for free however parents and any other child will need to pay an entry fee at reception if they haven't already done so.

**What does a typical party look like?**

12:30 – 12:45pm Set up room and finalise payment with front desk  
12:45 – 1pm Guests arrive and sign in with instructor(s) in the party room  
1 – 2.30pm Inflatable and party games in pool with instructor(s)  
2.30 – 3:00pm Food and birthday cake in party room with instructor(s) and parents  
3:00pm Pack up and guests depart  
OR  
3:15 – 3:30pm Set up room and finalise payment with front desk  
3:20 – 3.30pm Guests arrive and sign in with instructor(s) in the party room  
3.30 – 5.00pm Inflatable and party games in pool with instructor(s)  
5.00 – 5:30pm Food and birthday cake in party room with instructor(s) and parents  
5:30pm Pack up and guests depart

**How is the party room set up?**

The party room is set up with two tables in the middle of the room with chairs surrounding it. Children sit down at the table to eat. There is always a separate table for the cake.

**Do we need to bring decorations or plates?**

If you have a particular theme for decorations you are welcome to bring in your own and hang them up (using blu-tac so as to not damage the walls). We provide plates and cups for the children to eat their food and can provide bowls for cake (unless you would like to bring your own).

**What food is provided for a party?**

Please see the menu attached to this document for the food provided during a birthday party. If you have a child with allergies, please let us know so we can look into creating a menu that caters for the allergy. \*Additional charges may apply.

Platters for parents available for purchase – please see the menu attached to this document for more details and prices. Platters must be requested at least a week before the party to allow for ordering and delivery. A parent drink voucher is also available to provide parents who stay with the party a drink of their choice from our café. These vouchers/drinks will be recorded by café staff and will need to be paid for at the end of the party.

**Do you provide party/lolly bags?**

No, we do not provide party/lolly bags but you are welcome to bring your own.

**Can I store my birthday cake in a fridge at the centre?**

As long as the cake is in a box or covered, it can be stored in our café fridge until required for the party.

**Do parents need to be actively involved with the aquatic activities during the party?**

Two parents must be willing and able to assist in the water during pool activities if requested by the party host.

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#### Terms and Conditions

1. A minimum of 10 children is required for the party. If there are 14 or more participants (14-25), including the birthday child and siblings, an additional Party Leader is required at a cost of \$50 per Party Leader.
2. The minimum age of a party booking is 6 years old. Siblings & children under 6 years cannot participate in aquatic games unless accompanied by a parent or guardian (excluding the inflatable, only children 6 and older who have passed the swim ability test can participate in this activity during a birthday party). There must always be two parents willing and ready to assist in the water.
3. A minimum of 25% of the total cost of the party is required, as a deposit, to secure the booking.
4. All “no-shows” without 48 hours written notice of cancellation will incur a charge at the full rate of service. All other cancellations must be made in writing no later than 48 hours prior to the date of the event, this will incur a charge of the 25% deposit.
5. Party numbers must be confirmed 7 days prior to party date. No changes can be made to the booking after confirmation.
6. Final payment is to be made prior to the start of the party. The total amount will be based on the confirmed numbers.
7. The party room will be available 15 minutes prior to the party start time and you must vacate the party room within 15 minutes of the party finish time. The last 30 minutes of the party time is for food, including birthday cake.
8. Photography permission forms must be completed prior to taking photos, which must be of the party group only.
9. All hirers must comply with the Ku-ring-Gai Fitness & Aquatic Centre Conditions of Entry.
10. In the case of emergency or evacuation, the group should follow the Centre’s Emergency Management Procedures and follow all reasonable directions from the Party Leader, Duty Manager and Area Wardens. In cases where the administration of first aid is required, the hirer is to seek assistance from the Party Leader.
11. All Centre facilities must be left in the same condition as they are found. The hirer is responsible for cleaning of all rubbish before departing. No permanent decorations, fixtures or posters of any manner are to be erected in any part of the Centre. The hirer must ensure that all fittings and fixtures are not removed, defaced or damaged in any manner. All damages caused by the hirer or their participants must be reported to the Party Leader immediately. The hirer will be responsible for any repair costs incurred by the Centre.
12. The use of illegal substances, smoking, swearing, abusive behaviour, destruction of property, fixtures or equipment, or any other illegal, offensive or destructive behaviour in the Centre will not be tolerated and may result in the participant being asked to leave the premises. Alcohol and glassware is not permitted in the centre.
13. Management reserves the right to change or reallocate a lane/facility.
14. Additional children, family members, parents or grandparents etc. will be allowed entry to the party however; if they wish to swim during the party they must pay an entry fee. Children who have attended a party may swim afterwards for free however parents and any other child will need to pay an entry fee at reception if they haven’t already done so.