



## PARTY FAQs & T&Cs

### What pool parties do you have available?

#### Ollie's Run MAIN POOL

- Saturday afternoon 3pm – 4pm (arrive at 2:45pm)
- Ideally for children aged 8+
- £228

#### Geronimo The Giraffe SMALL POOL

- Sunday afternoon 3pm – 4pm (arrive at 2:45pm)
- Suitable for children aged 4-7
- £85

### What are the maximum numbers and ratios?

- Children 8 and over can swim alone
- Children under 8 must have an adult in the water over the age of 18 on a 1:2 basis
- **MAX 74** including the adults needed for the ratio

- Children 8 and over can swim alone
- Children aged between 4-7 must have an adult in the water over the age of 18 on a 1:3 basis
- Children under 4 must have an adult in the water over the age of 18 on a 1:2 basis
- **MAX 24** including the adults needed for the ratio

### Do I have exclusive use of the pool during the party?

Yes the pool is closed to the general public during your party

No, there are sessions running in the main pool along side your party in the small pool

### When/how can I book?

Either online, over the phone or at our reception, 6 months before the party date up to 2 weeks before subject to availability

### Can I hold a party date?

Unfortunately, unless full payment is made at the time of booking dates cannot be reserved

### Do you provide lifeguards?

The cost of the pool hire includes the correct number of lifeguards to safely manage your party. The lifeguards are not

there to look after the children in place of a responsible adult nor are they party entertainers they will not run any games with the children in the water.

### Do you provide food?

Food is an additional cost of £6.40 per head and is served in our café from 4pm-5pm. There are two options to choose from: **Pizza party** or **Sandwich party**. We can only cater for 30 people due to limited space in the café

### How do I book party food?

A member of the team will be in touch two weeks before to see if you would like the food option, you then pay for this on the day with the café.

### Can I bring my own food?

Unfortunately, we not allow any outside catering to be brought into our facility. You can bring your own birthday cake and party bags

### Can we bring own inflatables/swimming aids?

Arm bands are allowed on both inflatables, small swim rings and beach balls are also allowed however we do not all large pool inflatable, lilo's, and giant rubber rings are not permitted.

Goggles are permitted however snorkels and masks are not.

### Can I cancel the party and receive a full refund?

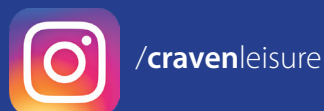
- Anything between 6 months – 3months before the party you will receive a 100% refund.
- 3 months – 3 weeks before the party a 50% refund
- 3 weeks before no refund will be given
- We will allow you to change the date of your party up until 3 weeks before subject to availability free of charge.

### Are there pool rules we need to follow?

Yes the same rules apply as to a normal swim/inflatable session the lifeguards will enforce these throughout the session they also have the right to remove any children who are not adhering to the rules which could put themselves or other users at risk.

**CONTACT US TODAY** TO FIND OUT MORE & BOOK

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