



#### Introduction

We are Chigwell Mitre Enterprises or "CME", a private limited company (No 02683149) and our registered office is Chigwell School, Chigwell, Essex, IG7 6QF. We are a subsidiary of Chigwell School and are responsible for managing the sports facilities on its behalf.

You can contact us at:



[sportandwellness@chigwell-school.org](mailto:sportandwellness@chigwell-school.org)



0208 501 6150



FAO: Memberships, Chigwell Sports & Wellness Centre, High Road, Chigwell, IG7 6DP

These terms and conditions apply to all bookings for Birthday Parties. To book a Birthday Party, you must make the booking with Reception. You must provide us with an up to date e-mail address and phone number for quick communication purposes.

#### (1) How to Book

- (a) All parties must be booked via the main reception desk either face to face or over email.
- (b) All parties are subject to a minimum duration time. These will be noted on your completed booking form and must be adhered to
- (c) All parties must be paid for, in full, at the time of booking to secure the booking. No part payment will be accepted.
- (d) The current cost of Birthday Parties is available on our website [www.chigwellswc.org](http://www.chigwellswc.org) and may be updated from time to time.
- (e) Attendee to Host ratios are maintained in line with the Sport & Wellness Centre procedures. Swimming Pool party ratios will be explained at the time of booking.
- (f) All parties must be accompanied by an adult over the age of 16 years old.
- (g) Children should arrive for their party no earlier than 15 minutes before the start time.
- (h) Children will wait in the reception area with their parents/guardians before the party begins.
- (i) The party host will take the children for their party from the parent/guardian.
- (j) At least one parent/guardian should always remain with the party, except for pool parties where ratios are required to be followed. Parents should be ready to depart the party area for the food areas in good time.
- (k) At no time should the host parent or guardian leave the facilities or use other parts of the centre whilst the party is taking place

#### (2) Payments

- (a) All parties must be paid in advance, at the time of booking at Reception.
- (b) Once you have purchased your birthday party, you will be provided with receipts evidencing your proof of purchase and a follow up email with copies of your signed booking form and terms and conditions will be sent.
- (c) Payment can be made by card only. We do not accept American Express

#### (3) Cancellations / Refunds

- (a) A party can be refunded if no less than 45 days of cancellation is provided. Any costs for food cancelled will be subject to confirmation from our catering supplier that no costs have been incurred that the hirer would be subject to cover. Between days 21 and 44 there will be a 50% refund offered and under 21 days no refund will be offered.
- (b) All requests for cancellations should be in writing to [sportandwellness@chigwell-school.org](mailto:sportandwellness@chigwell-school.org)
- (c) Should Chigwell Sport & Wellness Centre need to cancel your party for any reason then this will be done with a full refund being issued. There will be no right to compensation should this occur

#### (4) Party Hosts

- (a) All Party Hosts are appropriately trained and have current enhanced DBS checks.
- (b) All Party Hosts will remain with the party for the duration of the party. A Catering Host is provided in the dining hall for serving of food

#### (5) Behaviour & Conduct

- (a) Non Swimming Parents/guardians are not permitted on poolside but can sit in the pool viewing areas.
- (b) **No** photography or filming is permitted on poolside or in the changing area without the prior approval from the Centre Management.
- (c) All attendees are under the supervision, control and care of the Party Host, during the party activity period. Children are expected to pay attention, to treat the others with respect and to comply with the Party Hosts instructions. Should the behaviour of the child

be unsatisfactory and the party is being disrupted, the Party Host has the right to remove the child from the party.

- (d) Parents/guardians must be respectful of our staff, the Party Host and other users attending the Centre. If Parents/guardians fail to act cordially to others and we reasonably consider that their behaviour puts others at risk, the Manager on Duty has the right to ask the Parent/guardian and to remove the Child from the party unless and until an alternative Parent/guardian can accompany them.

#### (6) Swimming Party Dress Code & Hygiene

- (a) We ask that all swimmers shower before their party. This helps to keep the water clean. Make sure children use the toilet before the party commences. Our staff will NOT take children to the toilet.
- (b) All children should wear appropriate fitting costumes/trunks and shorts specifically designed for swimming. Baggy costumes/trunks can cause drag and slow swimmers down.
- (c) No jewellery should be worn. It can pose as a risk to other swimmers and the swimmer themselves.
- (d) The Changing Rooms and Poolside are a **no outdoor shoe zone**. Shoes are to be removed before entering the changing rooms and left in the shoe boxes. There are no allowances for outdoor shoes to be worn inside the changing rooms and on poolside. This is to protect our swimmer's feet and provide the up most hygiene.
- (e) The use of goggles is permitted. But not face masks, snorkels or fins
- (f) All pool rules must be followed. There will be lifeguards on duty who must be adhered to. Any attendee failing to follow pool rules may be ejected from the party for safety reasons.

#### (7) Other points to note

- (a) We like to encourage communication and welcome positive and negative issues to be raised with our staff direct so that they have the best opportunity to address concerns when they arise.
- (b) Where issues cannot be resolved, please direct your concerns to the Senior Management Team.
- (c) You must not bring valuables onto the site. We do not accept liability for damage or loss to your property that occurs at the Centre, other than where this arises from our negligence or our failure to take reasonable care. If such loss, damage or theft is caused by the negligent acts or omissions of us, our agents, employees or subcontractors, our liability to you will be limited to £5 million.
- (d) Food must not be consumed outside of the dining hall environment. Birthday cakes must have an allergen label attached to them
- (e) Any damage caused by attendees to property will be re-charged to the party host