CITY OF CANNING

Leisureplex Birthday Party Terms and Conditions

Applications and Bookings

Your party booking is confirmed once:

- The online booking form has been completed and submitted.
- Full payment has been received at the time of booking confirmation.
- A confirmation email containing all booking details has been sent to you.

Hire Fees and Other Charges

- Hire fees are in accordance with the current Fees and Charges endorsed by the Council.
- Payments can be made over the phone, via EFT or in person.
- Birthday party bookings must be paid within two 2 business days of receiving the booking confirmation. If payment is not received within this timeframe, the booking will be forfeited.

Cancellations

- Any cancellation request, once payment has been received, must be submitted in writing to the City of Canning Leisureplexes at leisureplex@canning.wa.gov.au.
- A **$50 cancellation fee applies to all cancelled bookings**.
- Parties may be rescheduled to another available date and time, subject to availability, provided the request is made at least seven 7 days in advance.
- The hirer is responsible for notifying all participants of any booking cancellations or changes.
- The City reserves the right to cancel or relocate bookings at any time if required due to emergencies, unplanned maintenance, or operational needs. Where possible, the Leisure Centre will endeavour to relocate the booking to another suitable area within the centre or offer an alternative date, time, or venue. If this is not possible, a full refund or credit towards a future booking may be provided.

Access Times

Upon arrival, please go to Leisureplex Reception and advise staff that you are attending a birthday party booking.

Exclusive Hire Parties

- Access to the venue is available 30 minutes prior to your party start time.
- Guests will meet you directly inside the Play Centre at the scheduled party start time.

Water Parties

- Access to the venue is available 15 minutes prior to your party start time.
- Staff will direct you and your guests to the designated party area.

Exclusive Hire Cleaning Requirements

At the conclusion of the booking, the hirer is responsible for:

- Leaving the entire area in a clean and tidy condition including bathrooms.
- Sweeping all floors.
- Wiping down all tables and seating
- Spot mopping any spills.
- Placing all rubbish into the external bins provided.
- Returning all balls and play equipment in the Play Centre to their correct locations.
- Reporting any accidental or malicious damage to the facility or equipment to Leisureplex staff immediately.
- A staff member will conduct both a pre-booking and post-booking inspection of the area to ensure the facility has been left clean and tidy, with no furniture moved or damage caused during the booking.
- Additional cleaning fees may apply if the area is not left in an acceptable condition.

Water parties Cleaning Requirements

At the conclusion of the booking, the hirer is responsible for:

- Leaving the entire area in a clean and tidy condition.
- Placing all rubbish into the external bins provided.
- Additional cleaning fees may apply if the area is not left in an acceptable condition.

Entertainment, Displays & Special Setups

- Background displays, entertainers, and face painters must receive prior approval from the Leisureplex.
- All requests must be submitted via email to the City of Canning Leisureplexes at leisureplex@canning.wa.gov.au to the Children's Services Supervisor and include full details, such as photos, themes, dimensions, and the number of displays or setup items proposed.

Decorations

- Decorations are permitted; however, they must be free-standing only.
- Nothing is to be attached to walls, fences, windows, ceilings, or existing fixtures.
- Confetti, glitter, and piñatas are not permitted within the facility.

Facilities & Restrictions

- Heating or refrigeration facilities are not available for party bookings.
- External equipment, including kettles, coffee machines, food warmers, BBQs, additional tables, or chairs, is not permitted
- No on-site cake or food storage facilities are available.
- Food vans, coffee vans, mobile food stalls, and similar external setups are not permitted on-site.
- External caterers are permitted with prior approval from the Leisureplex.
- Pizza delivery to the venue is permitted during the booking period.
- No alcohol is allowed on the premises.

Self-Catering & Catering Options

- Hirers are welcome to bring their own food and refreshments for the party.
- Catering options may also be arranged through the on-site café at each Leisureplex.

All water party guests must adhere Watch Around Water policy.

Guidelines and Policy

Supervision policies are an essential part of the Watch Around Water program. These policies have been developed based on national and international best practice standards.

- Children under 6 years old (aged 0-5 years) must be accompanied into the centre by a responsible adult (aged 16 years or older) and supervised within arm's reach at all times. This means that if the child is in the water, the parent/guardian must be ready to enter the water.
- Children under 6 years old must be wearing a watch around water wristband provided by the centre. The accompanying adult must also wear a wristband.
- Children under 12 (aged 6-11 years) must be accompanied into the aquatic centre by a responsible adult (aged 16 years or older) and supervised within the line of sight at all times. This means the parent/guardian must have clear, constant and direct access to the child at all times.
- All unsupervised children will be removed from the water.

Supervision ratios

- 1 guardian per 2 children under 6 years old (aged 0-5 years).
- 1 guardian per 5 children under 12 (aged 6-11 years).