Hosted Birthday Party Terms and Conditions 2026/27

Age of participants

Waterworld requires all party guests including the birthday child to be a minimum of 5 years of age or older.

Number of participants, minimum numbers and minimum payment

- The minimum number paid guests is 10
- Parties can have less than 10 paid guests but must pay for the minimum of 10.
- The birthday child is included in the total number of paid guests.

Maximum numbers

- Maximum number for an indoor party area is 15 guests.
- Maximum number for an outside marquee area is 30 guests.

Regulations on the number of participants

- The number of guests determines what areas the party can be hosted in – maximum numbers for areas cannot be exceeded.
- If guest numbers exceed maximum numbers, 2 areas must be booked.
- Should you not know how many guests they are expecting, you will be committed to the maximum and minimum allowances (costs) of the party area booked.

Party areas and access to the party areas

Party guests will only have access to the party areas and reserved pool space for the official time of their party. ·

Cleaning of the party areas

- Party decorations must be removed at the end of your party.
- We ask that party areas be left in a reasonable condition.

Departure from party areas

- All parties are required to depart their party area at the official finish time of their booking.
- It is up to the hirer to ensure that they are leaving their party area as soon as the party is complete. It is up to the guests to move their belongings to another area within the Centre.
- Waterworld will not be responsible for the belongings and safety of any items bought into the Centre – they are the responsibility of the individual and the hirer.

Access to Waterworld outside of the official party time

Party guests have free access to the whole complex during the day of the party booking.

Includes:

- Unlimited use of the slides during waterslide opening hours.
- Access to all water facilities. Parents of the birthday child are free of charge and may use the pool areas at any time
- Siblings are not free and must be paid for unless they are a paid party guest.

Spectators and guests

- Parents are not required to provide guest lists for their party.
- Waterworld will only supply wristbands for paid party guests. These wristbands (colour coded) indicate who can take part in the water activities and who will be provided food during the food section of the party.
- All other guests are welcome to attend the party as a spectator only. They do not have the same rights as a paying member of the public and are only allowed to view the party in areas the party is being held. At the conclusion of the party the guests must exit the Centre.
- Any guest that wishes to take part in the water activities must pay and enter as a general entry patron. Waterslides are an extra cost and must be paid for as per standard fees. Paying guests then have the same rights as the general public.
- If a guest pays the entrance and slide fees, they cannot take part in the party directly. They are excluded from the reserved water areas and cannot get priority access to the slides.

Time and length of party

- Hosted birthday parties last for two hours.
- Should Waterworld be responsible for any delay or variation to the scheduled time, the party will continue so that all times promised are carried out.

Arrival time for the party

- All guests should arrive 15 minutes prior to their official party time.
- Any lost time due to late arrivals cannot be made up and parties will remain on their scheduled start or finish time.

Catering and food

- Parties may bring any food and drink to the party at no extra cost. Any food and drink items brought into the Centre must meet Waterworld guidelines – e.g. no alcohol, glass or ceramic, open flame heating.
- Waterworld will not be responsible for any food or items brought into the Centre.
- **Waterworld cannot heat up or defrost any food items.**
- Waterworld will allow use of their freezers for ice-cream cakes only.
- Should you require any specialised catering or variation to the food for the package, this must be arranged prior to the final confirmation and payment.
- Should Waterworld not be able to supply a suitable alternative, a deduction back to the price of the self-catered option will be made to the overall package price (per person).
- Waterworld will supply plates, cups and cutlery for all paid participants only.
- **Strictly no glass or ceramic permitted.** Should these items be bought on site they will be taken away and held at Waterworld reception until the party leaves the Centre.
- **Alcohol is strictly prohibited.** Should any party be found with alcohol on the premises they will have their party cancelled with no refund – they will be asked to leave the premises.

Party amenities

- Should any appliance not be available or the party cannot use amenities promised, Waterworld will endeavor to provide alternatives for storage and heating.
- Waterworld will only supply seating for party guests.
- All decorations and utensils in our party areas remain the property of Waterworld.
- Any damage or theft of these items will be charged to the hirer.

Deposit payment

- A $120 deposit (per booked area) is required to make a birthday party booking. Deposits are non-refundable or transferable.
- The deposit is deducted from the final cost of the party when making the final payment.
- No booking can be held tentatively or will be officially recognised without a deposit or payment in full.
- Please be aware there will be no refunds, transfers or changes to booked areas allowed after the deposit for the booking is made. Please be aware that payment of a deposit is your commitment to attend Waterworld at the date and time you have chosen.

Final payment

- **Payment in full is required by 5pm the Monday before the weekend of the party.** At this time final numbers must be confirmed, paid for and packages finalised.
- Should a party not pay in full and confirm details by this time, their party may be **cancelled and any payment made forfeited.**

Refund policy

- No refunds will be given should a hirer choose to cancel the party. In the event of a cancellation of a party due to extenuating circumstances, a letter may be written to the Facility Manager for consideration. Each case will be individually assessed and any decision made is final.
- Should a party confirm their numbers and pay in full, but a guest does not arrive or use the party a free entry pass and an unlimited slide band will be provided to the hirer for use in the current season. All food paid for will be delivered and
- there is no exchange or refund given for food supplied.

Cancellations

- Any party that has not confirmed and fully paid by 5pm on Monday of the week of their party may be cancelled. Any payments made will not be refunded.
- Parties will continue if the weather meets all safety operating requirements of Waterworld (lightning/storms). Should a hirer choose to rebook or change the date of a party due to the weather, full rates will apply to the new booking. Money already paid is not transferable.
- Should Waterworld have to cancel a party due to extenuating circumstances, the party will be offered a new date and time at no extra cost. Should this not be possible, a full refund of any payment will be made. Refunds cannot be supplied on the day. Refunds are made via EFT.

Early Season Closure

- Waterworld may, acting reasonably, suspend or close or cease operating birthday parties prior to the end of the season due to circumstances beyond its contract.
- In such circumstances, Waterworld will endeavour to offer an alternative date or time. Where this is not possible, an appropriate remedy will be determined by Waterworld, which may include a refund or credit having regard to the portion of the booking delivered.

Inclement weather

- If unexpected lightning is present during the party, the party will be delayed or halted.
- Waterworld will endeavor to deliver the party in its entirety – but will only do so should the circumstances allow it.
- If Waterworld cannot extend the party in these circumstances, the hirer will be informed and an equitable solution entered into.

Changes to party details

- Waterworld will only acknowledge confirmations and detail changes prior to 5pm Monday of the week of the booking.
- At no time will Waterworld be required to take last minute or on the day changes to your details. What you have confirmed will be delivered to your party.

Invitations

- Free Waterworld themed invitations are available upon request. These can be requested at the time of booking and can be posted on request.
- Invitations will only be supplied after the $120 non-refundable deposit is made.

Damage to Waterworld property

- Any damage or theft of items within Waterworld will be charged to the hirer regardless of the perpetrator.
- The hirer is responsible for all participants and guests of the party.

Water activities

- Priority access to waterslides is dependent on the total number of people within the site, the safety of all people riding the slides, and the safety of party guests. We will try to provide priority access to the slides as much and wherever possible.
- Waterworld will at no time allow persons under 1m in height to ride on the waterslides.

Photo gift for the child

- The birthday child will receive a free photo of their party group.
- Photos will be taken during the safety talk prior to the starting time of the water activities.
- All photos will be handled in the strictest confidence and deleted after the photo has been printed. At no time will Waterworld use these photos for any other purpose than presenting a copy to the birthday child.
- Hosts will take this photo unless parents have instructed otherwise.
- Should you want a child excluded from the photo, it is up to the hirer to remove the child from this photo.
- Should there be any delay or problem with the delivery of the photo, it will be sent to the birthday child's family as soon as possible.

Photography and images

- Waterworld allows photography of parties as long as all that is being photographed is the participants and guests of the party.
- Waterworld staff at any time may stop any photography at the Centre should it be deemed inappropriate.

Pool etiquette

- All pool safety rules apply – e.g. no running, diving, etc.
- The Watch Around Water program must be adhered to when on site. For more information please visit our website.
- At any time, birthday party hosts and management reserve the right to remove children from the pool or activities should they deem behaviour inappropriate. This will not be refunded.
- Management reserve the right to remove people from the pool at all times. Entry or costs will not be refunded in these circumstances.

Questions before the day?
Email us at,
waterworld@cttg.sa.gov.au



Hosted Birthday Party
Terms and Conditions 2026/27

Agreement

I hereby agree to all terms and conditions for the birthday party program and agree that Waterworld and its officers, leaders and staff shall be, to the full extent of the law, released from and shall not incur any responsibility or liability whatsoever for any accident or injury sustained by myself or any member of my family.

I further authorise you to obtain, at my cost any medical/ambulance assistance in the case of accident or emergency involving any member of my family.

I hereby understand that my children, any other persons in my care, and I, will abide by the safety rules as set by Waterworld for the Centre at all times.

I understand that failure to follow the rules my result in my child's exclusion from the pool. If further breaches of the rules occur I understand that my fees may be revoked with no refund.

Your name (please print):			
Today's date			
Party date & time		Area (please circle):	indoor / outdoor
Contact number			
Email address			
Home address			
Name of birthday child(ren)			
Date of birth		Age turning	
Signature			

STAFF USE

Staff name	
Staff signature	