

Birthday Party Policies and Procedures

1. Full payment must be made in person, and a signed contract must be completed no more than seven days after reserving a date and no less than seven days before the date requested. Time and date requested will be forfeited if payment is not received within this time. You will not be notified of forfeited parties. Party dates are not valid without a signed contract and proof of payment.
2. Birthday parties may be canceled due to inclement weather or circumstances beyond our control. **No** refunds or rain checks will be issued due to the pool closing for weather, fecal accidents and other safety issues. In lieu of a refund, the party may be rescheduled for the first available party date or scheduled as a group during a regular Timed Swim Session
3. Birthday parties are scheduled for 1.5 hours. The birthday child must be at least 3 yrs old. **There is a thirty person maximum allowance in the wet room.** All group participants will receive a wristband at the desk for their party time.
4. **The two hours includes party room time, setup, cleanup of the party room and swim time.** The last 15 minutes of the party are to be spent in the party room. All guests must leave at the end of their 1.5 hour time session for preparation of the next party. **If guests are not out within the 1.5 hour session, the rental fee will be doubled.**
5. **Early setup is not available.** Nothing may be taped/attached to the surfaces of the facility. Balloons and table decorations are acceptable. Piñatas and confetti are prohibited. No candles are allowed in the facility.
6. **Food and drinks are only allowed in the designated area. No glass containers of any kind are allowed. NO alcohol or tobacco products are permitted on County property. Cameras are not permitted in the locker rooms.**
7. The pool rules must be obeyed at all times by guests. Pool staff should be notified of any non-swimmers in your group. As the sponsoring person, you are responsible for the behavior and actions of your guests.
8. Based on concerns for the safety of participants, pool staff has the authority to close the pool and/or prohibit anyone from the pool area. Please see Pool Rules on our website. Abuse of any of the above rules will result in dismissal from the facility with no refund.

REFUND POLICY

- Registrant assumes risk of changes in personal affairs or health. **NO** refunds or rain checks will be issued due to pool closing for lightning, fecal accidents or other health hazards.
- Refunds may be approved with written notification received seven working days prior to scheduled start of program.
- A \$25.00 administrative fee will be applied to all refunds.