



BIRTHDAY PARTY TERMS & CONDITIONS

To help ensure that we offer you the best possible experience we ask you to adhere to the following:

1. Parties have to be booked and confirmed no later than 72 hours in advance.
2. No changes will be made after confirmation.
3. Please ask guests to arrive at least 15 minutes before your party is scheduled to allow time for check in.
4. Check in is located in the foyer of Shoreline Café.
5. The free entrance for mom and dad is not transferable.
6. A host/hostess will be assigned to your party. He/she will meet your group at check in and supply name badges for the group to assist with easy identification. Once the group has checked in the guided tour and activities within the Aquarium will commence.
7. A dedicated area in Shoreline Café is set up for the group and available for the last hour of the party.
8. The Afrisam children centre is not exclusively available for any parties or part of the parties as this is a public area.
9. No balloons are allowed onto our premises, we can however provide you with biodegradable balloons.
10. Service Fee for restaurant staff: 10 - 14 kids R 120, 15 - 19 kids R170, 20 plus R225 (no additional gratuity will be charged)
11. In the interest of other birthday parties it is important that you arrive and vacate the party area at the scheduled times.
12. **Please note Shoreline Café is a self service restaurant.**
13. As the children/adults are all stamped upon arrival they are free to re-enter the Aquarium on the same day free of charge after the party should they so wish.
14. Please do not bring in any other catering items unless you have received prior approval.
15. The reason for the 1:5 ratio (1 adult per 5 five children) is so that the party supervisors have some support in managing the party groups.
16. If the party group becomes uncontrollable, i.e. hitting exhibits, running around, screaming or fighting they will be asked to leave the aquarium.
17. Penguin encounters are only available for children 8 years and older and at the 11am time slot. Only the birthday child and mom are allowed in the enclosure.
18. Regretfully we cannot use the balloons, for the safety of both the children and the animals.

PAYMENT & CANCELLATION POLICY:

A 50% deposit, based on 10 kids attending the party, is required to secure your booking. A birthday party booking is not confirmed unless the deposit is received, together with our signed letter of confirmation.

Final numbers for your party are to be finalized, in writing, no later than 4 working days before the party. The balance of payment invoice will be based on these final numbers. The balance of your birthday party bill, which includes the party package chosen, additional entertainment, cakes and posters must be paid-in-full 72 hours before the party or the Thursday before a weekend party - if final payment is not made the party will not proceed.

Due to the demand for our party facility & the preparation required, should the party be cancelled within a week of the actual event date, the 50% deposit paid will be retained. Should the party be cancelled within 72 hrs of the event, the client will liable for 100% payment of the full cost of the party (including venue hire, hiring charges, catering and service charges).

Any additional catering, beverages consumed on the day as well as additional numbers over and above the party packages booked will be billed on the day and must be settled in full before departure.

Please note you will still be responsible for payment for children who do not arrive for the party.

Signed: _____ Date: _____

Please return this contract and booking form together with proof of payment of the deposit ASAP to secure your booking.

Should you have any further queries please do not hesitate to contact me at 021 4183823 or via email party@aquarium.co.za.

Payments can be made in person at the ticket office or paid directly into our bank account:
NEDBANK Foreshore Branch (code: 108309)

Account no: 1083290614

Please use your child's name and birthday party date as a reference and fax the deposit slip to 0866 347 938.