

## Booking Policy

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### Terms & Conditions of Hire:

Splash Park, Promenade Park, Maldon.

Owned & Operated by Maldon District Council.

1. All bookings are made on a first-come-first served basis, via the online booking system. Full payment must be made at the time of booking by credit or debit card.
2. By booking online you accept that your name, email address and contact number will be passed to Maldon District Council staff ONLY. We will not pass your details onto third parties.
3. Each session is 30mins, including entry & exit, after which you will be asked to vacate the area while we clean and set up for the next session. Expected time in the water is 20 mins.
4. Child tickets must be purchased with at least one accompanying adult ticket - only persons booked in will be able to access the splash park area.
5. The accompanying adult(s) must always supervise their children, Maldon District Council staff will be present only to operate the splash park systems and not to provide supervision.
6. While using the splash park, the accompanying adult must ensure:
  - a. No chewing gum, food or drink is brought within the area
  - b. There is no abuse to District Council staff present
  - c. That every safeguard is taken to prevent human waste (vomit, faeces) and food entering the water system.
  - d. All users should wear appropriate swimwear at all times and young children must use swim nappies
  - e. Children do not drink the water.
  - f. No plastic bottles or other containers are brought into the water area.
  - g. No food, alcohol or glass bottles into the Splash Park.
  - h. Do not bring an unwell child to the Splash Park - especially if they have experienced diarrhoea or vomiting in the previous 48 hours.
  - i. Waterproof dressings should be used to cover any cuts, grazes or verrucas and children should be protected from the sun with a high factor sun cream.
  - j. All accidents in the Splash Park should be reported to first aid staff immediately.
7. A confirmation email receipt is sent for each booking, which you must bring with you on the day, you may choose to print this out, or an electronic device with it on is sufficient to scan the QR code on entry. Tickets may be forwarded to the accompanying adult attending.
8. Tickets are only valid for one session.
9. Ensure you provide a valid email & phone number for your tickets & for us to contact you in the unlikely event of a closure.
10. Please arrive no more than 15 minutes before your booked time.
11. Once booked we are unable to offer refunds or changes to your ticket. In the rare event of severe weather or a technical issue resulting in us having to close we will notify & refund you automatically.
12. Maldon District Council reserves the right to close or prohibit use of the Splash Park at its discretion. All monies paid in respect of a cancelled booking will be refunded without interest. However the Maldon District Council will not be liable for any other compensation, expenditure incurred or loss sustained directly or indirectly arising from the cancellation.
13. The Authority reserves the right to refuse admission or to remove from the premises any person without stating a reason.
14. Maldon District Council is not responsible for the weather on the day of the hire. Refunds will only be available in the case of electrical storm or hail when the use of the area is deemed dangerous by Maldon District Council staff.

15. No cameras or other photographic apparatus may be brought onto the premises for commercial purposes without the written consent of the Manager.
16. The Maldon District Council cannot be held responsible for lost property. Anything found must be handed to the staff at the splash park office. Any items left behind after hire will be kept for 14 days before being disposed of. In the event that you do leave something behind please email: [splashpark@maldon.gov.uk](mailto:splashpark@maldon.gov.uk)