

Aquatic Birthday & Event Booking FAQs



1. What times can I book my event for?

You are welcome to book the facility for a birthday, within the facilities open hours. To view the facilities opening hours, please visit the Port Hedland Leisure website: <https://www.porthedlandleisure.wa.gov.au/>

2. How much notice do I need to give for a booking request?

Booking requests for area reservation must be made with 7 days' notice to be considered. Inflatables must have 21 days' notice to arrange operation. Without a booking request we will be unable to set up your birthday booking, and only casual use and entry will apply to yourself and your attendees.

3. How can I make a booking request?

Booking requests can be made online via the Aquatic Birthdays Booking Form on the Town of Port Hedland's website: <https://www.porthedland.wa.gov.au/facilities/aquatic-birthday-parties/book>

4. What does my booking include?

- \$25 area reservation fee payable upfront to the Leisure Events & Bookings Officer
- Inflatable costs payable upfront if applicable to the Leisure Events & Bookings Officer
- 5 free adult entry passes
- Availability to tally entries and pay on conclusion at the aquatic kiosk
- Set up with tables and chairs as available on the day
- Usage of the BBQ and utensils – collect utensils from the kiosk as applicable

5. How do I use my 5 free adult passes?

Upon confirmation of your booking by the Leisure Events & Bookings Officer, you will have 5 free adult visit passes applied to your birthday booking that can only be used the day of your booking. To use these passes, the adult must advise staff they wish to use a pass linked to the host and provide the host's name.

6. What if I don't have a booking, can I still have a party?

YES - Casual use of the facility is the only option for birthdays not booked in by the Leisure Events & Bookings Officer. We will be unable to provide a birthday booking with the following parameters & limitations:

- No area reservation, you can only utilise the space if available.
- No free adult entries will apply to your event
- No inflatables requests will be considered
- No guarantee of available tables or chairs
- No entries will be tallied for your event, all casual entry fees apply

7. Can I book an inflatable?

YES – inflatables are hireable with 21 days' notice, once your request has been submitted it will be dependent on lifeguard availability. All inflatables have a 2-hour minimum booking period and costs include lifeguard/s to operate safely.

Port Hedland Leisure reserves the right to withdraw usage of inflatables if deemed unsafe to operate at any given time.

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8. What costs are involved?

Costs are subject to change - accurate at May 23

BBQ & Shaded Areas - \$25 per booking (includes 5 free adult entry passes)			
Entries		Additional Costs	
Child Entry (0-5)	FREE	Inflatable Obstacle Course	\$185.00 per hour
Child Entry (6-17)	\$3.00 per entry	Inflatable Swing or Slide	\$85.00 per hour
Adult Entry	\$6.00 per entry	Lane Hire off peak	\$8.50 per hour
Concession Entry	\$3.00 per entry	Lane Hire on peak	\$17.50 per hour
Spectator	\$2.00 per entry	(Peak 4pm – 7pm)	

9. Watch Around Water Policy.

All birthday entries must be compliant with the watch around water policy in place at the aquatic facility:

Under 12 – Must be accompanied by a Responsible Adult. No more than 4 children to a Responsible Adult

Under Six – Responsible Adult must be within arm's reach. No more than 4 children to a Responsible Adult

10. Do you have tables we can borrow?

YES - our aquatic facilities do have limited availability of trestle tables, please request these in your booking but note that we are unable to guarantee the number of tables available on the day.

11. Can we store food in the fridge or behind the counter?

NO, BUT - the aquatic facilities do not have a designated refrigerated space for bookings, on the day you may ask the Customer Service Officers at the kiosk and they will use their discretion if space is available for storage.

12. Can I bring my own food and equipment?

YES – the items you bring in must follow regular aquatic facility rules. General food, decorations and beverages are allowed in the facility, the exceptions to this rule are:

- No glass (cups, containers, drinks, etc)
- No Alcohol inside the aquatic facility

13. Will the Aqua Tower be on?

The Aqua Tower is located at South Hedland Aquatic Centre and is generally operational in the afternoons and on weekends to accommodate the high traffic periods. Operation for the Aqua Tower cannot be guaranteed for bookings due to several potential difficulties; we invite you to call the facility the morning of your booking to check if operation is expected for the day.

For all aquatic birthday enquiries, please email: leisurebooking@porthedland.wa.gov.au