

# Havant Closure FAQs

## Q: Are we definitely closing Havant?

Yes, we've been **told verbally** to vacate in 4 weeks, but we've had no formal written notice. We are preparing for closure while continuing to seek clarity and a possible extension. We will keep you updated as this develops. We plan to vacate end of July 2025.

## Q: Why only 4 weeks' notice?

We don't know. There's been no legal notice or paperwork. We submitted a repayment plan and compromise proposal, but none of it was discussed.

## Q: Is the company going under?

No. This is not a company-wide collapse.

- Fareham remains open and is financially stable
- Havant's possible closure is site-specific, due to unresolved issues around arrears and a lack of dialogue from the local authority
- Our business remains committed to recovery and sustainable growth

## Q: What does this mean for jobs?

Unfortunately, there aren't many opportunities to re-position staff. We will help the transition with references and support. We've raised the short notice issue with stakeholders.

## Q: What will happen to customers with bookings?

We're contacting all customers with existing bookings that may be affected personally. The short timeline is frustrating, we're working hard to honour whether via transferring to Fareham or refunds.

## Q: What will happen to Pass Holders?

Pass Holders should not be affected as most will expire prior to closing. Summer Pass is usable at both sites, if there are any Havant Summer pass holders that wish to cancel we can process a refund.

## Q: What will happen to Birthday Parties?

Birthday Parties are our priority. We will liaise with any affected customers directly to transfer any affected parties to our Fareham branch or discuss refund options.

## Q: Will we have a final event/send-off?

Yes – if we remain open long enough, we want to celebrate what we've built. We'll share more soon.