

## **BOOKING CONFIRMATION & PAYMENT**

A completed booking form and deposit of 30% is required to secure your booking. Deposit must be paid within 48 hours of receiving your payment invoice otherwise your preferred party date/time will not be guaranteed. Final payment (credit card, debit card or EFT) is required two Fridays (6 business days) prior to your party date. Final payment within 6 business days must be requested directly with Event Manager.

## **GROUP NUMBERS**

Final numbers are required at time of final payment (6 business days prior to party). Additional guests will be charged a minimum of \$32 per person on the party date. Extra birthday guest food packages will need to be requested from the Party Host. There is no guarantee that the party's preferred food package will be available to serve for extra guests.

## **CANCELLATION**

*More than 7 days notice* = Deposit is transferrable, but non-refundable; Party is permitted to be reaccommodated on a new date using cancelled deposit payment. New date request must be advised to O'Brien Group Arena within 2 weeks of cancellation.

*Less than 7 days notice* = Deposit is non-transferrable and non-refundable; party cannot be reaccommodated to a new date.

*Within 4 business days* = All payment non-refundable, party can only be reaccommodated subject to booking availability.

## **SCHEDULE**

Birthday Party child and family should aim to arrive at least 15 minutes prior to their party start time. Any lateness may limit party duration. If unavoidable, please call ahead to the Ticketing Desk and advise your expected arrival time on 1300 756 699 as early as possible. O'Brien Group Arena Party Hosts will follow the required Birthday Party schedule as follows:

*In what order is the party run?*

The schedule of the party will be (time in minutes from start of party):

- **0:05** – Arrive and assemble at party meeting point
- **0:00** – PARTY STARTS – Host takes children to Skate Hire, collects skates & helmets. Children then head to party room to put skates on.
- **0:15** - Party Host takes children for Skate Lesson
- **0:30** - Join Public Skate Session
- **1:15** - DJ announces back to Party room – Food & Cake served.
- **2:00** - All party guests to take all belongings and exit Party Room

## **SUPERVISION & ADULT PARTICIPATION**

One adult for five children is required to attend Birthday parties to supervise the group. Supervising adults are not required to skate on the ice. Two adults will be permitted to skate as part of the Birthday group without charge. Any additional adults skating will be permitted to skate at a 10% discount off the regular recreational skating price, plus the cost of skate hire.

## **FOOD & ALLERGIES**

Outside food is not permitted to be brought into O'Brien Group Arena with the exception of a Birthday Cake, when paying for a 'cakeage' fee. If any birthday guests suffer from severe food allergies, this will need to be discussed with the Events Manager at time of booking.