

BIRTHDAY PARTY TERMS AND CONDITIONS

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 5 business days prior to your party date. Final payment within 5 business days must be requested directly with Events Manager.

GROUP NUMBERS

Final numbers are required at time of final payment (5 business days prior to party). Additional Birthday 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 Icehouse 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.

After final payment (within 5 business days) = All payment non-refundable, party cannot be reaccommodated to a new date.

SCHEDULE

Birthday Party child and family are required to arrive at least 10 minutes prior to their party start time. Any lateness will limit Party duration. If unavoidable, please call ahead to the Ticketing Desk and advise your expected arrival time on 1300 756 699 as soon as possible. An indicative running order will be sent to you at the time of booking along with your confirmation. Please note your party host may alter the running order to best facilitate the party on the day.

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 Icehouse apart from 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.