

## O'Brien Icehouse Birthday Party Terms and Conditions

### **BOOKING CONFIRMATION & PAYMENT**

Booking must be made online – Full payment will be taken upon booking. Final confirmation /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 \$38 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**

*For cancellation with more than 7 business days' notice:*

An administration fee of \$50 is non-refundable and your party can be changed to a new date using the administration fee payment. New date request must be advised to O'Brien Icehouse within 2 weeks of cancellation.

*Less than 7 business days:*

the administration fee of \$50 is non-refundable, party cannot be re-accommodated to a new date.

*Less than 4 business days;*

Total Fee is non-refundable and the party cannot be re-accommodated 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.