

O'Brien Icehouse Birthday Parties

TERMS & CONDITIONS

BOOKINGS & PAYMENT

ONLINE BOOKINGS & CONFIRMATION

All Birthday Party Bookings must be made online to secure the room, date and timeslot, with expected numbers (including the birthday child) selected.

Full payment is required to complete a booking order (Visa, Mastercard, AMEX or JCB payment cards accepted).

\$380 is the minimum total spend to book a birthday party. www.obrienicehouse.com.au/tickets/birthday-party

Booking Order Confirmation is received upon successful transaction completion and sent via email to the provided email address.

FINAL CONFIRMATION & PAYMENT

Final confirmation for the number of children attending, dietary requirements and extra items is required 5 business days prior to your party date, including additional payment for increasing numbers or extras (if required, via Visa, Mastercard, AMEX or JCB payment cards accepted).

Final payment within 5 business days must be requested directly with Events Manager.

Email: functions@obrienicehouse.com.au

REFUNDS

For decreased attendance numbers or extra items confirmed 5 business days prior to your booking, O'Brien Icehouse will issue a refund up to the minimum spend of \$380.

Refunds are not available for no-show guest attendance on the party day. O'Brien Icehouse can provide a return Ice-Skating Ticket(s) for another time, valid for 6-months.

RESCHEDULES & CANCELLATIONS

RESCHEDULING A BOOKING

A Birthday Party can be rescheduled with more than 7 business days' notice. A new date request must be advised to O'Brien Icehouse & confirmed within 2 weeks of reschedule request.

Please note there may be limited availability on alternative due to Ice Sports Competitions being held.

CANCELLING A BOOKING

Cancellations more than 7 business days' prior to booked date:

Refund can be processed, which includes a non-refundable administration fee of \$50, or the party can be rescheduled to another date (see above).

Cancellations 7 - 5 business days' prior to booked date:

Refund can be processed, which includes a non-refundable administration fee of \$50, and the party cannot be rescheduled.

Cancellations less than 4 business days' prior to booked date:

Total fee is non-refundable, and the party cannot be rescheduled.

ON THE DAY – IN VENUE

SCHEDULE

Birthday party child & 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 Front Reception and advise your expected arrival time 1300 756 699 as soon as possible.

An indicative running order will be sent to you once your booking has been finalised 5 business days prior to your party. *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.

Each birthday booking includes two (2) complimentary adult skating tickets 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. This can be included in your booking prior or purchased on the day at Front Reception.

NO EXTERNAL FOOD & BEVERAGE POLICY

In accordance with O'Brien Icehouse Policy, no food or beverages are permitted to be brought into the O'Brien Icehouse. *Except for Lolly Bags or Birthday Cake when paying the 'Cakeage' fee.*

If any birthday guests suffer from severe food allergies, please include these in your booking and alert the Events Manager during party finalisations 5 days prior to your booking date.

PLEASE NOTE:

All Birthday Party Guests are required to wear helmets during the on-ice portion of the booking.

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