



ROKABYE TERMS & CONDITIONS

Party deposits are non-refundable. If the birthday child is unwell on the day, we are happy to arrange another party day. If the party is cancelled we cannot refund your deposit.

Invitations: You will need to collect party invitations from one of our stores. We are happy to send via standard post at no extra charge however we are not responsible for delivery times. Please be aware that a theme must be chosen before we can print your invitations. Printing can take up to 2 weeks + postage time.

Tailored Packages: Please be aware that themes outside of our standard themes take time to prepare. We may encounter hurdles in the design/preparation process. We appreciate your patience in these situations.

Supervision: Parents are responsible for supervising their children in the party and the stores.

Drop-Off Parties are designed for children that already attend a drop off facility. One parent of the birthday child must remain at all times. Please have the contact details for all the guests attending the party. With the exception of toddlers and children with special needs, parents that are not required at the party will be asked to leave. Parents can wait in the store until the party has finished if need be.

Access: We cannot allow access to the party room before or after the party. There is also restricted access to the venue while the party is in progress.

Allergies/Special Needs: Rokabye does not take responsibility for managing children with allergies or special needs. If children with allergies or special needs will be attending your party, you are required to notify us and their parents may need to be included in final numbers.

Food: Please note all food brought to the venue needs to be ready to serve and left overs packed away. We cannot allow food to be prepared or stored on the premises. It is your responsibility to ensure the food is suitable for your guests to eat. There is no food or drink to be consumed in the stores. Food cannot leave the party room unless packaged.

Cakage: Cupcakes are included with most packages for singing Happy Birthday. Our host cannot tend to cake duties. You may bring a cake however we charge a \$5 fee to cover additional tableware and cleaning. Please cut the cake yourself. We will provide a knife, however we do not allow knives in the party room.

Final Numbers/Balance of Payment: Final numbers, dietary requirements, special needs and optional extras are due the Monday prior to the party. We require the balance of payment at this time. Parties that are not paid and confirmed by this date may not run to plan. You must notify us of how many children and adults will be at your party. Siblings/family members must be included in final numbers.

Additional Children/Cancellations on the day must pay prior to attending. We do not recommend this as we plan and cater accordingly. Guests who do not show up are charged for as we plan and cater accordingly.

Damages: Please help us ensure that guests respect our venues. Expenses occurred from damages other than wear and tear or additional cleaning will be recovered.

Before/After Party: At the end of your party please take all belongings and leave the party room immediately. Your group is welcome to gather in the store during business hours however your children must be supervised.

Staff will stop running the party if terms and conditions are not adhered to.