



Terms and Conditions for Birthday Parties

Birthday Party Package Bookings

- To kick off the fun with a custom poster and personalised e-invite, we'll need full payment and confirmation of your booking.
- We're happy to accept bookings less than 10 days before your party, but do note that the e-invite will be a generic version, and the printed poster may not be ready on the day (but don't worry — you can always collect it from us later!).
- For last-minute bookings (within 10 days of the event), full payment is required within 24 hours to kickstart the fun.
- Our calendar runs on a first-come, first-served basis — we open up availability to the public, so confirming early is the best way to secure your ideal time.

Changes & Cancellations

We totally get it — plans can shift, kids change their minds, and sometimes life just throws in a plot twist or two. While we do our best to stay flexible, here's what to expect when it comes to changes or cancellations for birthday party bookings:

*** Give Us a Heads-Up (10 Days Please!)**

If you need to cancel or tweak your booking, just let us know at least 10 days before the party. This gives us enough time to manage the schedule smoothly and avoid unnecessary costs for everyone involved.

*** Last-Minute Changes (Less Than 10 Days to Go)**

If changes or cancellations come in less than 10 days before the big day, a **\$70** admin fee (before GST) will apply. By then, we've already been putting things in motion — prepping materials, lining up staff, and holding your slot — so this helps cover those behind-the-scenes efforts.

*** Got a Coach Booked?**

If your booking includes a coaching add-on and you need to cancel or reschedule within 10 days of the party, the full coaching fee will still apply. Our coaches block off their time specially for your celebration, and we want to honour that commitment to them.

* **Already Received Your E-Invite or Poster?**

If we've started working on your custom e-invite or poster and plans change, we'll need to charge a little extra to cover the creative magic:

- **\$30** (before GST) for the e-invite
- **\$50** (before GST) for the printed poster

These charges apply **even if you cancel more than 10 days out**, once we've begun creating your materials.

We'll always try to work with you where we can — just keep us in the loop early, and we'll do our best to make things easy and awesome!

Setup & Clear-Up Policy

- All setup, food, fun, and clean-up must be **wrapped up within your booking slot**.
Let's help each other stay on schedule and keep the space awesome for the next group!

Decorations

Bring on the festive vibes—but with care:

- **No glitter or confetti**—they're fun but messy!
- You can hang decorations, but **please don't stick anything** to our walls, furniture, or play areas.

Contact Us

For further enquiries or special requests, please contact us:

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Call/Whatsapp : 63449345