



ROKABYE TERMS & CONDITIONS

Party deposits are required to secure your booking. Deposits are non-refundable.

Party payments are non-refundable. If the party is cancelled prior to the confirmation date, we are happy to arrange another party day. We cannot refund your payment.

Confirmation: 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 numbers of both children and adults attending your party. The birthday child, siblings and family members must be included in final numbers.

Additional guests on the day must pay prior to attending. We do not recommend this as we plan and cater accordingly.

Cancellations: Guests who do not show up are considered as attended as we plan and cater accordingly. If the birthday child is unwell on the day, we are happy to arrange another party day.

Supervision: Parents are responsible for supervising their children at all times.

Drop-off parties are designed for children that are familiar with attending a drop-off facility, such as kinder/school. One parent of the birthday child must remain at all times. Parents must 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, may be asked to leave. Parents can wait in the store until the party has finished if necessary.

Access: We cannot allow access to the venue before or after the party. There is restricted access while events and classes are in progress for the safety of our guests.

Before/After Party: Please only arrive 5 minutes prior to your booking. At the end of your party please take all belongings and leave the party immediately. Your group is welcome to gather in the store during business hours however your children must be supervised and food may not be consumed. Please respect our shoppers and keep entry/exit points clear.

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 our venue, a carer may need to attend and Rokabye must be notified in advance.

Food: All food brought to the venue needs to be ready to serve. Remaining food must be covered or disposed of prior to the conclusion of the party. Food may not be prepared, stored or packaged on the premises. It is your responsibility to ensure the food is suitable for your guests to eat. Food cannot leave the party unless covered. There is no food or drink to be consumed in the stores.

Alcohol: A maximum of 2 standard alcoholic drinks per adult can be brought to the venue. Rokabye must be notified of any alcohol that is brought into the venue. Under no circumstance should guests be intoxicated. Children must be accompanied by an adult who is not affected by alcohol at all times.

Cakage: Cupcakes are included with most packages for singing Happy Birthday. Our host cannot tend to cake duties. You may bring a cake, a \$5 fee per cake is charged to cover additional tableware and cleaning. Please cut the cake yourself however, we do not allow knives in the party room. Ice cream cakes are not recommended as we do not have appropriate refrigeration to accommodate.

Damages: Please help us ensure that guests do not deface our venues. Please dispose of rubbish in the bins provided. Costs incurred from additional cleaning or damages other than wear and tear, will be recovered.

Hartbeeps Enrollments are non-refundable. A minimum of 2 hours notice must be given should your child be unable to attend their class. In this instance, you are welcome to book and attend another session. Last minute cancellations are non-transferable.

Rokabye: does not take responsibility in any event, should a party or session be cancelled for reasons outside our control.

Should a customer/guest present with any symptoms of illness, Rokabye reserves the right to refuse entry. Rokabye takes no responsibility for losses in relation to this.

Customers must follow government mandated direction, including but not limited to: QR Code upon entry and stay home when presenting with illness. Rokabye reserves the right to claim for damages in the instance of a deliberate refusal to follow directions where Rokabye suffers any loss in relation to this.

In the event of an outbreak of illness or injury, Rokabye does not take responsibility.

Staff will not tolerate any form of abuse or harassment. Staff direction should be followed at all times. Rokabye reserves the right to refuse entry, ask persons to leave and stop events and classes if terms and conditions are not adhered to.

Store Returns: products purchased from Rokabye boutiques are non-refundable unless deemed faulty. Exchange/credit notes can be provided for unworn, unwashed products with tags attached and packaged as new, within 60 days.