

iceHQ Birthday Party

Terms & Conditions

Payment Details

All bookings require a \$100 deposit to secure your selected time & day. This deposit is non-refundable and due on the day of booking.

Your booking is not confirmed until the deposit is paid.

If the deposit has not been paid within 72hrs, a final reminder email will be sent.

If iceHQ does not hear back the same day, the booking is unfortunately cancelled and offered to the next enquiry.

Remaining invoice payment, final numbers, chosen food package & platters must be confirmed & paid 10 days prior to party.

Minimum age

At iceHQ, we host parties for **8 years and over**.

The reason we do this is under 8 years can find it difficult to skate on ice, and we want the very best experience for our party parents & guests.

Although some might still want a younger aged parties with us, for you and our staffing who do an amazing job hosting, we decided to stick with only 8 years and over for the best experience.

If younger siblings of the party child is under 8, they will require an adult/s on the ice with the child. If more than one under 8, another adult is required.

Birthday party cancellation policy

Over 14 days: iceHQ allow rescheduling within 3 months of original date. Cancellations can be made at this stage, however, the \$100 deposit paid in non-refundable.

Within 10 days of party: Once the party invoice has been paid in full, a refund of the invoice will be completed, **minus our cancellation fee of \$250.**

We understand cancellations can occur, and fees can be upsetting. Please understand we hold bookings and turn away other bookings for the party to take place. If cancelled at late notice, we do not have booking enquiries 10 days prior, which leaves the booking slot open. As we hope you understand, businesses cannot operate like this, therefore a cancellation fee is applied.

iceHQ Membership Terms & Conditions

Adult skaters

We love adults joining in with the kids, this is why we offer two parents of the birthday child to skate for free. Any additional parents wanting to skate with their children, can do so for \$15pp. This must be prearranged and added to your invoice, or additional parents can pay on arrival at reception.

Arrival time

Please ask your guests to arrive 5 minutes early to ensure there are no delays. Due to other bookings, we are unable to extend your party, which unfortunately means any late arrivals have less ice skating time.

In-room decorations

We have little birthday touches around the room, like coloured plates, table cover & a party centrepiece. If you would like to bring additional decorations that is fine, however, all decorations must not hang on any items or walls, only weighted balloons & additional tableware permitted.

Upon your arrival, we cannot guarantee your party room will be available earlier than your assigned party time. Please let your booking host know if you plan on bringing decorations.

All decorations must be taken home once your party concludes.

No outside food

If you have an official booked birthday party at iceHQ, you may bring a birthday cake. However, we do not allow any outside food or platters to be brought into iceHQ. We have a great range of adult platters & extras available to purchase prior to your party. All extras are finalised 10 days prior to your booking.

We do not accept outside food if the customer states they had a verbal conversation over the phone with iceHQ. We have a strict policy and all staff have a clear understanding that no outside is iceHQ's policy.

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Allergies & dietary requirements

As long as we are informed in advance, we can cater for most dietary requirements. Although we cannot guarantee there are no traces, our staff use different prep stations. For guests with anaphylaxis, we understand the parent may opt to provide a small lunch box with their meal, although we don't allow out-side food, due to the severity, we want to ensure the safety of the child. Please inform iceHQ prior to arrival.

Invitations

After your booking have been confirmed, you will receive a confirmation email with invitations to print, as well as a print out packed with some helpful information for your guests.

Running of party

Party start time: Party host introduces themselves & takes guests to skate hire to assist with gear. This takes around 15 minutes.

Once in gear: In a sectioned off area of the rink, the host gives a brief 10 minute skate lesson.

Once lesson is complete: The guests will join into the public session for ice skating (approximately 45- 50 minutes). The host will continue teaching any struggling skaters.

Time to hop off: All guests will hear a loud announce to return to their designated shoe area to remove ice skates and return to the party room. Their party host will assist them in this area also.

Time to eat: Once back in the party room, food is served (and cake, if supplied)

Party end time: Our in-room party host will give the parent a 5 minute reminder when the party is concluding. Please arrange your belongings and exit the room at your scheduled end time.

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Struggling skaters

Every iceHQ birthday is assigned an experienced party host, who gives the children a 10-minute lesson on how to skate. Most children are confident on their feet after this lesson, however, if they aren't our party host will continue to assist them.

Dress attire

No matter the weather outside, it get quite chilly inside. We recommend wearing warm, comfortable clothing, including long socks (to help prevent blisters) and gloves. Dressing in easily removable layers is also advised, as the kids will warm up quickly once they get going on the ice - it's far easier to remove a layer than to add one that you don't have!

Skate aid hire

These are available for \$3 per hour when pre-booking through the online enquiry. Without pre-booking, they are available on the day for \$5 per hour. Please note, once your booked party time concludes, they are no longer available. If your group decides to skate after the booked party, you will need to re-purchase a further hour for all skate aids.

After the party

Please ensure you are ready to depart once your party concludes. Our staff will need to clean & reset for the next booking.

The party guests are more than welcome to skate after the party room has been emptied. Please note the children will no longer have a party host and all children need to be supervised by an adult.

Any skate aid hire during the party will need to repurchase as all skate aids are per hour rentals and therefore expired.

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Additional terms and conditions

- iceHQ are only able to accommodate an additional two guests from numbers given at time of booking.

**Not applicable to parties with 20 guests.*

- We do not offer refunds for 'no shows' on the day.
- Additional guests with food packages will need to be communication with iceHQ as soon as possible, not on the day. There is no guarantee that the preferred food package is available to serve for additional guests.
- If you have guest/s cancel prior to your booked party, please let iceHQ know by the Thursday before your party to receive a refund for the guest/s.

-Maximum 2 guests

-Minimum spend still applies.

-Adult platters cannot be altered for catering purposes.

- All Sunday bookings incur a 10% surcharge
- We do not take booking on public holidays
- No outside food permitted – this excludes birthday cake if you have an iceHQ birthday party & a cakeage fee has been applied to your invoice.

**Cakes or cakeage fee is not applicable when booking a group ice skating.*

- Please arrive 5 minutes before the start time to ensure there are no delays. We cannot extend finish times, therefore, on ice time could be shorter if delays have incurred.