

Birthday Party FAQs

PARTY SIZE / PARTY GUESTS

How do I know how many kids to book for?

Be sure to book for at least as many children as you invite! Given we roster on qualified Gymnastics coaches it is not possible to increase the size of the party at short notice. You are better to book for the maximum you anticipate could attend, and then reduce 7 days out when you pay your final balance. Don't forget to include the birthday girl or boy in your numbers, and any siblings who will want to join in.

When is my booking confirmed – can I send out my invitations?

You will receive an email letting you know when your party booking has been accepted and is confirmed. At this time you will receive a receipt for the \$100 deposit.

When do we have to pay the balance?

The balance is due 8 working days prior to the party (i.e the close of business the Friday a week out).

Are younger brothers / sisters allowed to join in?

If you want siblings to join in, make sure you include them in your numbers. Please keep in mind we do not allow children under the age of 4 to participate in Gymnastics or NinjaZone parties.

Babies, toddlers and children 4 years and under are only permitted to participate in our Playnastics parties. For these parties children under the age of 4 years will need to have an adult go into the gym with them and stay within arm's reach of them in the gym and to assist them whilst they are on the equipment.

Are older children / adults allowed to join in?

For safety reasons we do not allow children over the age of 11, teenagers or adults into the gym area during parties. Adults supervising children under 4 years of age are permitted in the gym, but not on the equipment.

We have children with additional needs attending (the birthday boy or girl or guests) -how will this work?

We endeavour to be inclusive of children with all abilities. If a child attending the party has a support worker at school / kinder or will require additional help with the activities please contact us in advance. We can work with you to determine the best option, which may include us rostering on additional staff to assist (at cost price), having a parent or carer coming into the gym to assist or altering the equipment / set up / activities.

We have children with medical conditions / allergies attending – is there anything we should do?

When you finalise your booking please let us know of any children attending who have serious medical conditions / allergies. This will give our staff ample time to talk to the child's parents if we feel the need. For children who use a Ventolin puffer or carry an epi-pen or insulin this should be given to the coaches at the start of the party, to be stored safely in the medication tub in the gym. This will ensure the medication is on hand and can be administered without delay, should the need arise

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CHANGES

Our plans have changed and we need to cancel our party. What do I do?

We appreciate plans may change. In the case you need to cancel or reschedule your party please give us as much notice as possible. Party deposits are non refundable, however we may be able to transfer your booking to another day or time that better suits your needs.

I have more guests that have RSVP'd than I booked for. Can I increase the size of my party?

- 14 days out: You can increase or reduce the size of your party booking and your final invoice will be updated accordingly.
- 9-13 days out: If we can arrange additional coach/es (dependent on staff availability) you can increase the size of your party and your final invoice will be updated accordingly.
- 1-8 days out (i.e. from close of business the Friday a week out from your party): No changes to group size are possible.

In an emergency situation IF we can confirm an additional coach willing to work at short notice it may be possible to increase the group size. This will attract a \$50.00 late change fee in addition to the higher group size price.

If I have extra kids turn up on the day what happens?

For safety reasons only the number of children you have booked for will be allowed in the gym, no more. Please make sure you consider this when doing your invitations and be sure to include the birthday boy/girl as well as any brothers and sisters who will come along!

As these are gymnastics parties we have set ratios to maintain safety, so extras will not be permitted to participate.

I have fewer guests attending than I booked for what happens? Can I reduce the size of my party booking?

- 9 or more days out: You can reduce the size of your party booking and your final invoice will be updated accordingly (you will only pay for the group size you have adjusted it to).
- 1-8 days out (i.e. from close of business the Friday a week out from your party): You can let us know that you are expecting fewer guests than you had booked for, however the price will remain the same as you initially booked for.

If fewer guests attend the party than you have booked for, no discounts or refunds can be provided, as we will have arranged staffing and catering as per your booking.

ON THE DAY

When should we arrive for our child's party?

Parents and the birthday boy/girl are welcome to arrive NO EARLIER THAN 15 minutes prior to your party's scheduled start time. Access to the venue prior to this time will not be possible. There will most likely be other groups in the waiting area prior to your party starting or immediately after the end of your party. However, during the party your child's group will be in the only party in the gym!

All parties will start at their scheduled start time and conclude 1 ½ hours after that.

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ON THE DAY (continued)

Where do we go when we get there?

Guests and guest of honour will meet inside our reception area at 194 Roberts Road, Airport West. This is the building on the right-hand side, if you are facing the building. Guests will be collected from the door located at the other end of the carpark (196 Roberts Road, Airport West).

What happens when our guests arrive?

Parents will be asked to electronically sign in their child as we check them off the guest list. Once they have been signed in guests will be given a name tag and a wrist band. The children will take shoes and socks off and then an EKGA coach will call the children into the gym. Only children with a wrist band will be permitted into the gym.

Who supervises the parties?

Our expert Gymnastics and NinjaZone coaches run the parties, supervise the activities and make sure everyone is having fun and staying safe. All of our staff hold Gymnastics Coaching accreditations, in addition to first aid training and specific EKGA party crew training.

Our party host takes care of preparing, heating and serving the party food, as well as cleaning up at the end! Our host will even cut up and serve the birthday cake.

Do parents stay? If they do where do they sit?

Once the children are signed in, parents can choose to drop off and pick up, or may stay onsite. We have a waiting area for parents who remain on site, that you will have exclusive use of for the duration of your party. Parents will be asked to relocate to the party food area during eating time and for the conclusion of the party. The parents of the birthday child (only) can come into the gym to take photos or film the party.

** For children aged under the age of 4, a parent or carer must remain onsite and will go into the gym to assist the child to safely participate in the party activities.

What should our guests wear?

As our parties use the gym equipment, children need to come dressed ready to move. Leggings, tracksuits, leotards, shorts or activewear is ideal. No dresses, jeans, skirts or tights (stockings) with feet. Nothing with buttons, zips or hoods. Guests should bring grip socks if they wish to use the trampolines.

Is there heating and cooling at the gym?

Our buildings have heating and cooling systems installed, so parties go ahead all year round.



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ON THE DAY (continued)

Can we extend our child's party if everyone is having fun? Can we hang around afterwards?

Our parties book out well in advance and follow a strict timetable, so unfortunately we are unable to extend the length of any parties. We do NOT provide an area for guests to "hang out" after the party. Families and guests are required to vacate the premises at the end of the party. We will begin cleaning and resetting the party area as soon as your party ends. We ask that you promptly farewell your guests.

Can I decorate / bring decorations?

We have a very quick turn over time between parties, so there is not time for extensive decorating. However, if you would like to bring along themed tablecloths, napkins, plates or table decorations, you are welcome to do so. Please let us know prior to the day if you are planning to do so.

CATERING

What food is provided for each party?

Along with the plates, bowls, spoons, napkins and table cloths we provide the following for each party:

Party Menu

- Potato Gems (GF, V, NF, EF)
- Frankfurts (GF, DF, NF, EF)
- Chips & Cheezels (GF, V, NF, EF)
- Bottles of Water

Vegetarian = V Nut Free = NF Egg Free = EG Dairy Free = DF Gluten Free = GF

Do you provide water for the children?

Yes we have bottled water available for children during eating time and a water cooler to refill reusable water bottles. Encourage your guests to bring along a refillable water bottle to the party to drink from whilst they are in the gym.

Can we have juice instead of water?

Yes, we can swap out the bottled water for juice boxes. Please let us know at the time of booking. The price difference will be added to your invoice (approximately 30 cents per person).

Who provides the birthday cake?

The family provides the birthday cake and candles.

We have limited space in our fridge so are not able to refrigerate / freeze large cakes.

Do you sell / supply party bags?

We do not supply party bags.

The family may wish to provide guests with a party bag / lolly bag to take home at the end of the party.

Staff can help your child to distribute them at home time.

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CATERING (continued)

We have children attending the party that have dietary requirements. What can we do?

If you have guests who cannot eat the standard party menu due to allergies, intolerances, religion or are vegetarian or vegan, have Coeliac disease etc please let us know at least 14 days before the party. We will do our best to source substitute items for those guests. This substitute items can be provided for a single guest or for the ENTIRE party (which will likely incur a price adjustment). If we cannot source a suitable substitute item or guarantee that we can prepare food items safely we will contact you to discuss what the best options are.

Our shopping order is placed at 12pm noon the Monday before the party, therefore requests for substitutions after that time will incur an additional charge.

All EKGA staff attend annual professional development on allergies and anaphylaxis. Our staff are trained and understand the seriousness of cross contamination, and label reading. Should any of your guests need to check on ingredients lists / brands, please encourage them to contact us so we can provide all the information they need.

****None of the food we provide contains tree nuts, peanuts or eggs****

Can we bring in outside food / drinks for adults?

Families are welcome to bring along food / drinks for the adults.

We provide a table and tablecloth that you are welcome to use for any food or drinks for the adults.

Due to our limited kitchen facilities we are not able to heat up or refrigerate any food you bring in.

No alcohol is permitted onsite.

No kettles / urns / coffee machines can be brought on-site.

