



## Conditions of Entry

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Consumers acknowledge that there are conditions applied upon entering the Premises.

### **1. Care and Supervision**

1.1 Funtastic is a recreational service provider only. Caring services will not be provided by Funtastic, its employees or agents in any circumstances.

1.2. Children must be accompanied and supervised by an adult who is at least 18 years old and is capable of providing reasonable supervision and care to children.

1.3. Funtastic's recommended maximum adult/carer to children ratio is 1 adult/carer to 5 children (unless alternate arrangements are made with Funtastic).

1.4. The accompanying adult/carer is responsible for the safety of their children and must not leave their children unattended in the premises at any time, even if their children are attending classes provided by Funtastic.

1.5 Parents/Guardians must accept all responsibility and liability for children in their care.

1.6 Staff Areas are public prohibited areas. No entry is granted to the public in any circumstances unless authorised by Funtastic.

1.7. In the unlikely event of an emergency, the accompanying adult/carer must, and ensure that children in their care must, follow instructions given by Funtastic, its employees and agents.

### **2. Health and Safety**

2.1. Shoes must be taken off prior to entry onto the play equipment. Socks must be worn at all times whilst on the play equipment.

2.2. Children should wear comfortable and stretchy clothing when using the facilities. The Supplier may refuse children wearing items of clothing susceptible to risk (such as long skirts or clothing with sharp items) from using the facilities. No refund will be issued.

2.3. Children must play in their age and height appropriate areas under the supervision of their accompanying adult/carer.

2.4. Rules and signs exhibited throughout the Premises must be complied with strictly at all times. The accompanying adult/carer must monitor their children and ensure that such rules and signs including the Conditions of Entry are being complied with.

2.5. Nappies must be changed in the facilities provided.

2.6. In case of injury, sickness or nauseousness, the accompanying adult/carer and their children must leave the premises and seek medical assistance immediately. No refund will be issued.



2.7. For the health and safety of other children, the Supplier may request children who are suffering from any form of illness and the accompanying adult/carer to leave the premises. No refund will be issued.

2.8. Bullying, offensive language, rough play or intentional causing of damage to the Premises by any persons in the premises will not be tolerated. The Supplier may request persons involved in such behaviours to leave the Premises immediately without warning. No refund will be issued.

2.9. For the health and enjoyment of children, smoking is not permitted within or around the premises. Please notify us immediately if an area requires cleaning or sanitisation.

### **3. Rights and Indemnities**

3.1. Use of equipment is at Consumers' own risk. The accompanying adult/carer agrees not to hold the Suppliers liable for any claims, actions, suits, demands, costs and/or expenses (including legal costs and expenses) arising out of the incorrect use of equipment caused by negligence of that accompanying adult/carer or that of a child in their care, or by negligence of any person whatsoever.

3.2. Funtastic reserves all right and may refuse entry of any person into the Premises at their sole discretion.

3.3. Personal belongings not placed in secured storage lockers area will be placed at own risk. The Suppliers will not assume liability for any lost or stolen items placed within the premises.

3.4. The accompanying adult/carer agrees to indemnify Funtastic, its employees and agents against any loss or liability, cost, expense or damage arising from or in relation to the entry of themselves and of any children in their care.

### **4. Party Services and Dietary Requirements**

4.1. Party Rooms are reserved for private functions listed in Funtastics' database only. No person can enter into the Party Rooms unless that person is an attendee or host of such private functions.

4.2 Consumers agree to **Party & Events Booking Terms & Conditions:**

i. All parties must start at booking time.

ii. Party packages are available for children aged 2 to 12.

iii. One child admitted per invitation.

iv. Adults are not included in the package.

v. Uninvited siblings who arrive will be charged the normal admission fee and will be considered General Entry only.

vi. Parents/carers must supervise all party guests. The recommended ratio is 1 adult to 5 children.

vii. A Booking / Reservation is not confirmed until a confirmation is issued by Funtastic.



viii. A non-refundable deposit of \$100 is required to secure the booking.

ix. Bookings are provisional and subject to venue availability. Funtastic will contact the Consumer within 72 hours to confirm the booking. A refund will only be issued if the preferred time and date, or an alternative time and date is not available at the time of confirmation booking.

x. All efforts will be made by Funtastic to contact the Consumer for confirmation. Funtastic will not be held responsible for Consumers that who cannot be contacted to confirm booking if all efforts have been made. The Booking will be considered cancelled and deposit not refunded.

xi. Cancellation or changes to booking is to be made 5 days prior to the event. Late cancellations or changes will not be accepted and will result in the forfeiture of the deposit.

xii. Pre-booked party food platters cannot be cancelled on the day of the event.

xiii. Refunds will not be provided for the number of guests who do not arrive on the day.

xiv. The balance of account must be paid in full at the front counter at the end duration of the party function.

xv. Funtastic reserves the right to refuse entry without the need for explanation should any of the above is not adhered to or practised.

4.3. Food or drinks purchased outside of the Premises are not allowed in the premises, except baby food, formulas and birthday party cakes.

4.4 Alcoholic drinks are strictly not allowed on premises.

4.5 It is the Consumer's responsibility to inform Funtastic staff of any food allergies and/or dietary restrictions. Funtastic staff will make all efforts to accommodate and act with due care in accordance with Food Safety Standards. Nuts must not be consumed on the Premises.