

Birthday Party Terms & Conditions

At STEM Zone we consider the health, safety, and wellbeing of young people to be our priority. We value inclusivity and strive to provide a safe and welcoming environment for all children. If you have any questions regarding the following information, please do not hesitate to contact the centre on 0448 003 966.

Bookings

- Please reserve your celebration at least two weeks prior to your party date to ensure availability. You will not be able to choose a date earlier than 2 weeks from the date you are making your booking.
- Bookings are for 2 hours, including activities and time for food and cake consumption.
- Party times must be strictly adhered to. If you do not arrive on time, you cannot finish later than the booking window. We can start the party on time if a couple of guests are running late and they will join in when they arrive.
- Suggested age groups are based on the activities and skill levels. Most parties are suitable for children aged between 7 to 11 years. We have a young scientist party aimed at younger children. Contact us with any questions.
- We have a minimum number of 10 children for the booking. Between 12 to 16 children works well, and our maximum is 16 children. Remember to include siblings in the count, they will want to join in too! Special number requests are assessed on a case-by-case basis. We can cater for larger groups and this can be booked via email (hello@stemzone.com.au)
- Siblings under 7 years must be assisted by a parent or additional adult family member

Payment & Cancellations

- Birthday Party bookings are paid at the time of online booking. All guests are paid for, not including any additional food options.
- If you would like catering then please select the correct option in the booking form and you will be invoiced for this separately (due to choice/dietary requirements etc.)
- In the event that you need to cancel your booking, you will receive a 100% refund if cancelled 4 weeks prior to the booking date. You will receive a 50% refund if cancelled between 4-2 weeks prior to your booking date, and no refund if later than 2 weeks prior to your date. This requires at least 2 weeks' notice because although we realise under certain circumstances, you may need to cancel your party, your booking time would have otherwise been taken by another family.
- Note: Your booking is transferable if date changes are required. We would love to host your party and if you need to postpone instead of cancel then we will work with you to find the right date. Just email or call us.

Food & Beverages

Due to Shire regulations for food preparation, and potential food allergies, we don't allow outside food for parties. There is one exception, the cake! You are welcome to bring your own cake in for your party. We provide plates and cutlery.

We have a caterer that can provide a range of options for party food for your guests. Choose from our food packages or cater for your guests off-site after the activities.

Food packages (additional cost)

Basic package (\$13.95 per child) includes:

- seasonal fruit platter
- 6 hot items per child (party pies, sausage rolls & cocktail frankfurts)

Deluxe package (\$19.95 per child) includes:

- seasonal fruit platter
- cut up veggies, cheese & crackers
- fairy bread
- 6 hot items per child (party pies, sausage rolls, cocktail frankfurts, mini quiches, mini dim sims & chicken balls).

Cold package (\$15.95 per child) includes:

- large fruit platter
- cut up veggies, cheese & crackers
- fairy bread
- bowl of crisps (size will be suitable for the number of children attending)

Additional food

- large bowl of crisps/cheezels \$15
- bowl of lollies \$15

*Gluten free options available at a separate cost.

Medical & First Aid

A parent of the birthday child must remain on site at all times; the ultimate duty of care for the children is with the parents. STEM Zone staff are responsible for the safe design and implementation of experiments, but all behaviour management is the responsibility of the parents.

We have years of experience conducting experiments with children and you can trust that our experiments are safe, and our risk assessments are sound. We make sure children take safety precautions while performing the experiments and we use materials and chemicals that are low risk.

Parents are to notify STEM Zone staff of any allergies or medical matters prior to the day of the party. While STEM Zone prioritises child's safety, and is highly aware of allergic causes and symptoms, STEM Zone does not take responsibility if a child has an allergic reaction. Any child who has known anaphylactic reactions must bring with them their in-date EpiPen. We are allergy-aware and do not serve nut products, though some foods could have the label of "may contain traces of nuts".

Clients authorise STEM Zone staff, in the event of accident or illness, to obtain all necessary medical assistance and treatment for their child/children and agree to meet any expenses attached to such treatment. This includes an ambulance at their own expense, should it be required.

COVID-19

All users of our facility agree to follow any government restrictions that may be in place during the time of your booking and follow all staff directions. No person that is experiencing symptoms of COVID or has been directed to self-quarantine can attend the centre.

Regular review

This policy will be reviewed every year and following significant incidents if they occur.

Date of last review: 01/01/2024

Date of next review: 01/01/2025