



Party Bookings and Refunds

- We regret we do not to provide refunds on deposits and/or full amounts in the event of a cancelled party.
- A parent/guardian may postpone/reschedule a party for the next available dates. All postponed or rescheduled parties must be discussed and emailed to Splatter and Spark a week prior to the date as we cannot be liable for all the preparation work that goes into a party.
- In the event Splatter and Spark is unable to host your party due to unforeseen circumstances such as an emergency or illness the parent/guardian will be contacted prior to the event and a full refund will be issued or the party may be rescheduled.
- A fifty percent (50%) deposit is required to secure a party booking. All party booking deposits must be confirmed by making payment to Splatter and Spark through our booking system within 4 days of a quote. Splatter and Spark cannot reserve a party date without payment and will not be liable for a party that is booked on the same day/or time.
- The outstanding amount for a party booking, must be settled a week prior to the party date.
- Please be advised that the party packages will not be changed if there should be less attendance closer to the party date and that our party packages are not calculated per child attending. If there should there be a change in the amount of children attending

the party, the party package will stay the same unless if there is an increase in the number of attendees that will surpass your booked Up To amount. If there is more attendance than paid for, the party booker will be liable to pay the difference in balance within 1 day after the hosted event or on the day.

For example: An Up to 15 Party Packages was booked for 15 children but only 7 children will be attending now OR Your party is for 8 children only and not 15. The Up to 15 party package will still apply.

- Splatter and Spark accepts card and CASH payments for any party payments. All bookings need to be done through our booking system.
- A travel fee could be charged if your party falls out of our hosting areas. This fee is calculated per Kilometre.
- Please be advised that Splatter and Spark reserve the right to cancel any event / party if it falls out of our hosting areas or if there should be a hosting safety concern.
- Splatter and Spark does not offer any catering services, gazebos/umbrellas, party equipment/decorations, and/or venue hires. It remains the responsibility of the parent/guardian/person to ensure that Splatter and Spark may host the party on the day, at the allocated venue. Splatter and Spark will not be liable for any unforeseen circumstances regarding this point, such as and not only: (a) Venue cancellation (b) Weather.

- Our party packages can be hosted indoors on rainy days, it remains the responsibility of the parent/guardian to offer an alternative on such a day. Alternative areas such as a garage, patio or playroom work well for our set ups.
- Due to party bookings, we will need to start our booked session on time to accommodate all our other events on the day, this is highly applicable for morning/mid-morning time slots. We recommend informing guests to arrive half an hour early so that our party service booked may start on time. Late arrival of guests will amount to less play time for children.
- All standard party packages require a minimum of an hour to set up, but this could vary. If Splatter and Spark do require additional time, we will contact the parent/guardian with the adjusted time required.
- Splatter and Spark staff are responsible for setting up, hosting and cleaning up the messy play/craft area on the day. Please be advised that our team are not hired to carry/lift equipment or clean/tidy other areas of the venue on the day. The area/venue provided on the day needs to be equipped/ready prior to the hosting day. If the area is found to be unfavourable an additional cleaning fee will be invoiced and less allocated play time will be given as the team have party schedules to maintain.
- All children need to be supervised by an appointed adult/adults throughout the Splatter and Spark Party. This is so that our staff can fully give their attention to create fun and magic for the session.

Date Effective: 02/10/2025