



KDV KIDS BIRTHDAY PARTIES

- IMPORTANT INFORMATION FOR PARENTS -

Please read the following carefully so that you have a full understanding of how our parties run and the responsibilities & expectations of our party staff, the children attending and you as the parent:

HOST & PARENTAL SUPERVISION

The parties are hosted, however the birthday child's parents/ guardian are still expected to be present to help with supervision with the activities and general running of the party.

In the case you want a fully supervised and hosted party where parents can 'drop & run' there will have to be an extra host booked. This comes with an extra cost of \$40 per hour. Please let your party coordinator know ahead of time if you wish to book an extra host. This is important to guarantee safe host to child ratios.

This is for safety purposes and to make sure the kids are having fun, the party runs smoothly and you are provided the best possible experience!

FOOD

As these are special events, our kitchen needs to be prepared to deliver the food on time. All the big platters and special orders need to be made a week before the event. Ordering a platter during the party is possible but is subject to availability.

ALLERGIES/ SPECIAL FOOD REQUIREMENTS

Please make sure the party coordinator has been told before the day of the party about any allergies or special food requirements. It is important for the kitchen to know this ahead of time in case they need to order/ prepare any special food requirements.

Please also let the host and kitchen know on the day to ensure these are catered for.



MEDICAL CONDITIONS

Please let the party coordinator know if the birthday child or any of the children attending have any medical conditions or physical/ intellectual disabilities they may make joining some of the activities difficult for them or require extra help/ supervision. If any child has medications (eg asthma puffer) that may be needed please discuss this with your party coordinator so they can let the host know on the day.

BAR TAB

It's possible to open a TAB at the bar for parents. Please make sure you inform the bar and the host on arrival and the bill can be paid at the end of the party.

HATS & SUNSCREEN

Please ensure that all the parents know that the event will be outside and hats are needed. We provide sunscreen and will make sure that all kids apply this during the party when heading outside to play.

DROP & RUN

The parents can leave the kids and come back later. If you are planning on leaving the Centre during the party we have an attendance sheet with contact details that is required to be filled out in case we need to get in touch with you. It is important for the birthday child's family to explain this to their guests before the day. The party host will also remind them on the day.

ARRIVAL

Please ask at reception in the main building and they will let you know where your party run will be. There will also be signs at the entrance of each party. KDV is not responsible if the party runs late because of guests arriving late, the end of the party will be at the time stipulated. If you are early and the host is still setting up your party area you are welcome to relax in our restaurant on the lounges until it is time for your party to begin.

DECORATIONS

Our basic packages include some themed decorations on the walls as well as the happy birthday banner and the name of the birthday child. We include non-themed tableware. Any extra decorations can be delivered before the party and we are able to set them up for you. We are also able to upgrade your decorations with balloons and other themes. Please give us minimum a week notice if you wish to choose one of these upgrades.

PARTY BAGS

Party bags are included and have inside a lolly, a balloon, pencils and a few vouchers to come back at another stage and enjoy our facility again. If you would like to bring your own party bag instead or add extra goodies inside this is fine, but please let your party coordinator know before the day.

LATE CHANGES

We will endeavor to be flexible and help you with any changes you may need. We cannot guarantee that we will be able to help if these changes are made last minute. Please communicate with us any changes with plenty of notice to avoid disappointment.

BEHAVIOUR EXPECTATIONS

For the enjoyment & safety of all who use our facility it is expected that all children attending our KDV Kids parties are respectful and well-mannered and follow the instructions of their party host. The party host will outline expectations and rules of what is expected on the day from the kids. It is very important that they listen to these and follow instructions well for their own safety and so that other patrons using our facility are not disturbed.

Running indoors, poor language, disrespectful behavior towards KDV staff, KDV patrons or other kids or any kind of physical violence will not be tolerated. In the case of a child not behaving in a satisfactory manner, it may result in the child's parent being called and asked to collect their child from the party and leave the centre.

We thank you for your understanding on the above points. If you have any questions please call our KDV front desk on 55960404 and ask to speak with our party coordinator.