



BUTTERFLY creek™ TERMS & CONDITIONS

KIDS BIRTHDAY PARTIES

1. The kids pack is for 10 children (aged 1-12) and 2 adults only with options to add extra people
2. The Family Pack includes 10 children (aged 1-12) and 10 adults only, with option to add extra people.
3. A non-refundable deposit of \$150 is required to secure your selected booking time - payable on line only.
4. Must submit your Party information form with final numbers and food options at least 7 days before prior to the party.
5. Full payment is at due at least 3 working days prior to your party. We may cancel your party if payment is not received.
6. Prepaid discounted tickets must be used on the day, no refund or voucher will be provided for any unused tickets.
7. No refund or voucher will be provided for any children that do not turn up on the day of the party.
8. Alteration to the booking time must be advised in writing at least 14 working days prior to the date of the booking.
9. Alteration to the booking time within minimum notice period of 14 working days will result loss of the deposit.
10. Alteration to the booking time is subject to availability. No refund will be issued if the new requested booking time is not available.
11. We may accept some minor changes to your booking requirements up till 3 working days prior to your party.
12. You are responsible for the supervision and safety of all the children in your party.
13. Entry to the cafe, courtyard, Buds room, Billi room and playground is FREE.
14. All children and adults must have a wrist band/ticket to get access to the Boneyard room. Our Family Party Pack package includes attraction tickets for 10 Child and 10 adults. Any extra guests must have a prepaid discounted tickets or buy tickets from our gift shop on the day. If any person is found in the attraction areas without a wristband/ticket, they will be asked to leave and you may be charged for the ticket.
15. Butterfly Creek is a Fully Licensed venue therefore we don't allow any BYO food or beverages except for a birthday cake/cupcakes and lollies for loot bags.
16. All prices and menus are current at the time of quotation and every endeavour is made to maintain them. Prices and menus are however subject to alteration, particularly when bookings are made well in advance. Any such increase is intended to reflect the increases in costs we have had to absorb over that period.
17. The client (You) and persons (Your guests) in attendance shall at all times behave in an orderly manner and comply with all laws, regulations and venue rules. The company shall be entitled to remove any persons from the party whose behaviour in the opinion of the company, is objectionable, improper or undesirable.
18. The client will be responsible for all damages caused to the venue by any persons in attendance at the event (other than those under the control or direction of the company) and shall forthwith pay to the company the cost of rectification of any damages.