

PARTY FAQs

Who are parties suitable for?

Our parties are suitable for kids aged 2 - 10 years.

Do you have private party rooms?

Yes, we do. We have 4 fantastic themed private party rooms as well as 4 themed party thrones

When are parties available?

Parties can be booked on weekends and weekdays all year round - including school holidays.

When do I arrive for the party?

Party family should arrive 15 mins before the party starts to allow time to check-in and take shoes off etc.

How long do parties go for?

Our parties last 1 1/2 hours with a party host and party room. However, we encourage you to put extra time on your invitations and extend the downstairs playtime.

How are the parties structured?

- ▶ **Arrival:** Birthday family arrives 15 mins prior to party start and attend to payment
- ▶ **Reserved Table:** You and your guests shown through to reserved table downstairs (recognised by coloured balloon)
- ▶ **Wristbands,** shoe boxes and present boxes on reserved table
- ▶ **Jugs of drinks** for kids, plus parent platters served at this table
- ▶ **Downstairs** open play 45 minutes
- ▶ **Party Room:** After 45 minutes open play hostess call children to party room where for a further 45 minutes she will serve drinks, chips/lollies, hot/cold food, party games and cutting of cake
- ▶ **Departure:** Children return downstairs to reserved table for unlimited play and receive their party bags.

Are we limited to the amount of time we can spend at Jumbos?

Not at all. You and your guests have unlimited play on our equipment.

How about decorations, can I bring my own?

Sure, but please make sure you take home any decorations that you bring in. We often have other parties scheduled after yours. Please do not bring in silly string, confetti, pinatas or any other messy decorations.

Can I bring my own party bags and paper products?

Sure, let us know 2 days prior to the party. No discounts available.

Can I bring my own food ?

No. Jumbos Playland has a strict food safety program in place and DOES NOT PERMIT OUTSIDE FOOD TO BE BROUGHT INTO THE PREMISES. Birthday cakes and baby food excluded.

When do I confirm the number of guests?

Final numbers **MUST** be made 2 days prior to the party date. Our party leader will call to confirm. You will be charged based on the number that you confirm.

What happens if there are younger siblings or uninvited guests turn up to the party?

We will charge guests our normal play rates.

Will Jumbos offer more party food to cater for these extra guests?

No. We have allowed for the confirmed numbers. We suggest your extra guests order food from our kitchen and we will bring their order up to the party room.