



Ipica Play – T&C's

Thank you for choosing Ipica Play!

We are thrilled to be part of your child's special celebration. To ensure a smooth and enjoyable experience for all, please take note of the following rules and guidelines:

Booking Process & Confirmation

Parties

1. To secure your booking with Ipica Play Parties:
 - 1.1. Start the process by filling out our online booking form.
 - 1.2. Full payment is required to secure your booking and payment will be made via a secure online portal when booking through our website.
 - 1.3. Your event details will be shared with the Party Department to start preparing for your little one's special day!
2. Final changes made to your booking are due no later than 7 days prior to your event date.
3. Full payment is required upon confirmation of the requested changes.
4. No changes can be made to the chosen theme and/or colour scheme after the booking has been confirmed.
5. No on-the-day changes or additions will be accommodated.
6. Due to high demand, bookings are limited. Early confirmation is essential.
7. No provisional bookings will be held.

Play

1. To secure your booking with Ipica Play:
 - 1.1 Start the process by filling out the online booking form.
 - 1.2 Full payment is required to secure your booking and payment will be made via a secure online portal when booking through our website.

3. Rescheduling, Cancellations & Refunds

Parties:

Cancellations: We do not accept any cancellations, but rescheduling is allowed if a request is made seven days or more in advance, subject to availability.

Cancellations by Ipica Play: In the rare event that Ipica Play must cancel or postpone a session or event due to safety concerns, technical issues, or other unforeseen circumstances, guests will be offered the option to reschedule the booking



Rescheduling: We will do our best to accommodate changes in date or time, provided that sufficient notice is given and availability permits. No rescheduling permitted less than 7 days from party booking.

Refunds: No refunds will be issued for cancellations due to no-shows or last-minute changes.

Play:

Non-Refundable: Entry tickets purchased at the venue or online are non-refundable and non-transferable.

Date Changes: Guests may request rescheduling their visit at least 24 hours in advance, subject to availability.

No Shows: No refunds or rescheduling will be provided for no-shows or late arrivals.

Refund Processing: Approved refunds will be processed within 7–10 business days to the original payment method. Proof of payment may be required.

4. Arrival, Duration & Departure

Parties:

1. **Hosts may arrive 15 minutes early.** Please do not arrive earlier than this as we are still busy preparing the room for your event.
2. Guest arrival is strictly according to the time slot booked.
3. Guests will be directed to check in at the dedicated entrance and follow direction to the party area.
4. Guests will be required to sign a digital waiver form upon entry.
5. Party rooms are allocated for 2 hours only. Kindly ensure that there is timely provisions made for:
 - 5.1. Greeting guests
 - 5.2. Playing
 - 5.3. Eating
 - 5.4. Cake cutting
 - 5.5. Gifting
 - 5.6. Gathering of personal belongings
6. Guests are required to vacate the premises at the end of their time slot.
7. No extensions will be permitted in the party rooms.
8. No extensions will be permitted in the play park, except when a reactivation is purchased at reception.
9. Guests are expected to leave the area as clean and tidy as possible to ensure an enjoyable experience for the next guests.

Play:

1. Guests may arrive 15 minutes before slot booked.
2. Please note that the playtime of 1 hour or 2 starts on as soon as geotag is activated at reception.
3. The duration of the play will be determined by what the customer chose on the online booking, eg. 1-hour or 2-hour play.
4. After the duration of the play the geotag will flicker up red and the fun coach will instruct the children that their playtime is over.
5. Extra reactivation time can be bought at reception.

5. Conduct & Behaviour

1. Any disruptive, aggressive, or unsafe behaviour must be reported immediately to the Manager on Duty.
2. Ipic Play reserves the right to remove any guest (adult or child) who does not comply with venue rules.
3. No drugs are permitted on-site.
4. Visibly intoxicated individuals will be asked to leave.
5. We expect respectful and inclusive behaviour from all attendees.

6. Health & Safety

Ipic Play adheres to strict hygiene and safety protocols:

1. Ipic Play encourages parents/ guardians and minors to participate in all play park activities
2. Parents/guardians are advised to ensure that minors understand and adhere to individual
3. Ipic Play Grip Socks are compulsory
4. Report any injury immediately to Duty Manager
5. No shoes allowed in play areas
6. No chewing gum, sweets, food or drink allowed in play area
7. All participants partake in play activities at their own risk
8. Valuables to be stored in designated lockers
9. No shoes, bags or other personal belongings to be left unattended in the Play Park
10. All loose items / objects to be removed from pockets before entering play area
11. Ipic Play promotes positive and good behavioural conduct at all times

12. No external food or drinks allowed
13. No external party packs or decor allowed unless otherwise specified
14. No climbing on furniture and/or decor.
15. Sick children should not attend.
16. No rough play or misuse of equipment will be tolerated.
17. Ipica Play is not liable for lost, stolen, or damaged personal belongings.
18. No weapons, sharp objects and/or guns will be permitted on-site.
19. Ipica Play reserves the right to confiscate any weapon and/or object deemed detrimental to the safety of the public.
20. Ipica Play reserves the right to remove any guest (adult & child) who does not comply with venue rules.

7. Adult Supervision & Guests

1. Children must be supervised by parents or guardians at all times.
2. We recommend a **minimum of 1 adult per 5 children. (Applicable to normal Play)**
3. A **maximum of 2 adults per child** is allowed due to limited capacity. **(Applicable to Parties)**
4. Our party rooms have limited capacity and therefore we strictly adhere to the maximum guest count per room as stipulated during the booking process.
5. In the case of additional guests arriving on the day without prior arrangements made, they will be requested to join in the general park area and will be regarded as a day visitor and will have to pay as per normal entry at reception.
6. All non-playing visitors must pay R10 entry fee.

7. Venue Equipment, Party Rooms & Décor Parties

1. The following applies to a selected **THEME** party set-up:
 - 1.1. Private party room with exclusive use for up to 2 hours.
 - 1.2. Standard table and chairs
 - 1.3. Place setting per child includes a themed cake plate and fork
 - 1.4. Party snack pack per child includes:
 - Kinder Joy
 - KitKat
 - Safari Fruit Stick
 - Oh My Goodness Fruit Gums
 - Pringles
 - 1.5. Foil balloon number centerpiece
 - 1.6. Curated themed decor and birthday garland
 - 1.7. Happy Birthday wish on TV screen in your chosen theme
 - 1.8. Craft paper colouring sheet and crayons



- 1.9. 2-hour play time with access to the General Play Area as well as Climbing and High Ropes
- 1.10. Additional 2 hour Ipic Play voucher to be redeemed on a separate occasion:
 - Ipic Play vouchers cannot be redeemed over weekends, during school holidays or on public holidays.
 - Vouchers are limited to one per child per year.
- 1.11. Seating for adult guests
- 1.12. Dedicated waitron on the day of the event
2. The following applies to an **IPIC PLAY** party set-up:
 - 2.1. Table set-up on the party deck
 - 2.2. Standard table and chairs
 - 2.3. Place setting per child includes a selected colour cake plate and fork
 - 2.4. Party snack pack per child includes:
 - Kinder Joy
 - KitKat
 - Safari Fruit Stick
 - Oh My Goodness Fruit Gums
 - Pringles
 - 2.5. Foil balloon number centerpiece
 - 2.6. Craft paper colouring sheet and crayons
 - 2.7. 2-hour play time with access to the General Play Area as well as Climbing and High Ropes
 - 2.8. Additional 2 hour Ipic Play voucher to be redeemed on a separate occasion:
 - Ipic Play vouchers cannot be redeemed over weekends, during school holidays or on public holidays.
 - Vouchers are limited to one per child per year.
 - 2.9. Seating for adult guests
 - 2.10. Dedicated waitron on the day of the event
3. Clients may not move or remove any fixed furniture or equipment in the party rooms.
4. All decor items remain the property of Ipic Play and cannot be removed from the premises.
5. All sound, lighting, and play equipment is managed exclusively by Ipic Play staff.
6. No personal storage facilities are available onsite.

9. Additional Décor-Parties

1. We have an exciting collaboration with **Boom Boom Party Shop** and have the following arrangements in place to further enhance your unique party experience:
 - 1.1. A once-off 10% discount code will be shared after your booking is confirmed.
 - 1.2. All additional decor items must be ordered through Boom Boom Party Shop **at least 14 days prior** to the event date.



- 1.3. All additional decor items must be delivered to Ipic Play **1 week prior** to the event.

Please use the following delivery address:

Corner of Burton and Aurora Street
Ipic Shopping Centre, Aurora
Ipic Active
1st Floor
Unit 29

- 1.4. No additional decor items from any supplier other than the supplier stipulated are allowed to be brought onto the premises.
 - 1.5. No decor can be brought in on the day of the event.
 - 1.6. No pre-event set-up time will be allowed for guests and the Party co-ordinators remain responsible for the set-up of all additional decor items.
 - 1.7. The Party co-ordinators have the right to refuse set-up of any additional decor item they deem dangerous and/or inappropriate.
 - 1.8. The Party co-ordinators have the right to refuse set-up of all additional decor items arriving late and/or outside of the stipulated time line.
 - 1.9. Ipic Play is not liable for lost or damaged additional decor items at the time of unboxing or use.
 - 1.10. Additional decor is limited to the **THEMED** party rooms only.
 - 1.11. Additional decor will not be allowed on the Ipic Party Deck.
2. The following decor items will not be permitted:
 - 2.1. Helium balloons
 - 2.2. Glitter
 - 2.3. Confetti
 - 2.4. Foam sprays
 - 2.5. Bubbles
 - 2.6. Piñatas
3. No additional decor will be allowed to be suspended from the ceiling.
 4. No additional decor will be allowed to be adhered to the walls.
 5. Ipic Play party decor includes specific items curated by Ipic Play and remains the property of Ipic Play.
 6. All additional items ordered from our selected supplier will remain property of the host.

10. Food & Drink-Parties & Play

1. No outside food or drinks are permitted without prior arrangement.
2. All catering must be pre-ordered through the online booking platform.
 - 2.1. No same-day food orders accepted.
 - 2.2. Platters will be served at the event **start** time.
 - 2.3. Drink orders must be placed directly through your assigned waitron.



2.4. All orders must be paid with your assigned waitron on the day of the event.

3. Please notify us of any allergies or dietary requirements on the online platform and we will do our best to accommodate your needs.
4. Halaal-friendly options available (certificate on request).
5. No storage or refrigeration facilities are available onsite.

11. Cake-Parties

1. A cakeage fee of R150.00 will apply.
2. The cakeage fee includes the following:
 - 2.1. Cake/cupcake stand
 - 2.2. Cake Knife
 - 2.3. Cake Table
3. The following is not included in our offering:
 - 3.1. Lighter/matches
 - 3.2. Candles
4. Candles and lighters must be supplied by the host and used responsibly.
5. No storage or refrigeration facilities are available onsite.

12. Photos & Social Media

1. As per the terms and conditions set out in the waiver form.
2. No outside photographers or videographers are allowed.
3. While photographs are allowed, kindly remain mindful of other guests and respect their privacy.

13. General

By making payment confirming your booking, you acknowledge your acceptance of all terms and conditions outlined in this policy.

Contact Us

Should you have any questions or special requests, please reach out to our team. They are more than happy to assist

 021 205 3844

 parties@ipicplay.co.za

 Cnr Aurora & Burton Street, Aurora, Durbanville