



Party Terms and Conditions

DRAFT FOR MANAGEMENT REVIEW | Version 2 | 8 October 2026

These terms apply to bookings made with the iPic Play Party Department, including party space, booked play access, décor and party catering. They must be supplied with the separate Party Refund and Cancellation Policy before payment. General walk-in play ticket terms are excluded from this document.

1 Booking and payment

Quotes are valid for 30 days from the date of issue. A 50% deposit is required to secure your party date and time slot. We cannot guarantee your booking without the deposit. Complete the online booking form or arrange the booking directly with the Party Department. Use the secure portal for online payments or the payment instructions issued by the Party Department.

At your request, we may provisionally reserve a date and time slot for 48 hours from confirmation of the provisional reservation. If the deposit has not been received within that period, the slot is released and becomes available for others to book. A quote remaining valid does not reserve a date or time slot.

Your written confirmation must state the booking reference, date, start and finish times, room or deck, package, theme or colour scheme, child and adult numbers, itemised inclusions, optional extras, VAT-inclusive total and payment status. Check these details and report errors promptly. A payment receipt alone does not resolve an incorrect or incomplete booking.

Prices and inclusions must be disclosed before payment. Later price changes do not alter an accepted booking unless the host agrees to a change. Extras require written confirmation and payment; an enquiry is not a confirmed addition.

2 Packages and guest numbers

Themed parties take place in the booked private room. Non-themed parties may be booked on the party deck. No themed parties are offered on the deck. Any Epic or bespoke option must have its own written description. The confirmation must identify the agreed setup, place settings, snack packs, balloons or décor, screen display, colouring materials, waitron, adult seating and any included voucher.

Party packages include climbing, high ropes, harness use and adult entry, subject to the confirmed guest numbers and activity safety requirements. Sandbox access is not included. Any other special activity or optional extra must be identified in the written booking confirmation. iPic Play grip socks are compulsory for every playing guest, including adults, and are purchased separately unless expressly included.

The standard minimum is 10 children for themed and non-themed parties. Themed-room parties with eight or nine children may be accommodated, subject to availability and the room hire arrangements below. Maximum child numbers are Room 1: 12; Room 2: 20; Room 3: 25; Party Deck: 50. Up to two adults per child may attend, subject to the confirmed safe total occupancy of the space. Include adult numbers in your booking. Unplanned guests cannot join the party space on the day; they may purchase ordinary park entry subject to capacity.

For room parties with fewer than 10 children, a room hire fee applies depending on the room selected and will be disclosed in the quote. This fee is waived for weekday bookings that are not on a public holiday and do not fall within peak season, subject to availability. The Party Department will confirm whether your date falls within peak season before you pay the deposit. Rooms are booked for a maximum of two hours.

3 Changes and final arrangements

Final payment for both the party and all pre-ordered catering is essential and must be received no later than seven calendar days before the party. Confirm final guest numbers, catering selections, dietary requirements and any permitted changes by the same deadline. Additional amounts must be settled as part of the final payment.

The chosen theme or colour scheme is fixed once confirmed. No booking changes, additions, reductions or catering changes will be accepted after the seven-day deadline. No discretionary refunds are offered for changes or reductions requested after that deadline. Cancellation requests remain subject to the separate Party Refund and Cancellation Policy and applicable statutory rights; this restriction does not remove any refund legally due.



Your party day

4 Arrival and the two hour slot

The host may arrive 15 minutes before the booked start time, but no earlier. Other guests must arrive at the booked time, check in at the designated entrance and complete the digital waiver. A parent or authorised guardian must complete any required consent for a minor.

The party space and booked play session run for the confirmed two-hour slot. Late arrivals do not extend the finish time. Allow time for greeting, play, food, cake, gifts and gathering belongings. Vacate the party space promptly; room extensions are not available. Further play may be purchased at reception, subject to availability, and does not extend use of the party space.

The host must settle outstanding approved purchases before departure, collect personal items and leave the area reasonably tidy.

5 Supervision and safe play

Parents or guardians remain responsible for supervising children throughout the party. Fun Coaches support safe use of the facilities but do not replace parental supervision or provide a drop-off childcare service. The host must arrange enough responsible adults for the children attending.

Follow Fun Coach instructions, activity-specific age, height, weight and health restrictions and all equipment rules. Harness activities require the correct fit and staff safety checks. Access may be paused when an activity is unsafe or capacity is reached; remedies for a paid activity that cannot be delivered follow the refund policy.

Grip socks are required; remove shoes and loose pocket items before play. No food, drinks, chewing gum, rough play or climbing on furniture or décor is allowed in play areas. Report injuries, hazards and missing children immediately to the Manager on Duty. Children who are unwell should not attend; contact the team to discuss the booking.

Weapons, illegal drugs and dangerous items are prohibited. Aggression, unsafe conduct and visible intoxication may result in refusal of entry or removal. Any refund question following removal is assessed fairly under the refund policy and applicable law.

6 Catering allergies and cake

Pre-order party food and platters through the booking channel by the final-change deadline. Platters are served at the start unless agreed otherwise. Drinks may be ordered through the assigned waitron and paid on the day. No outside food, drinks or party packs are allowed without written permission; the agreed birthday cake is an exception.

Disclose allergies and dietary needs before booking and reconfirm with the Party Department. Accommodation depends on written confirmation; a shared preparation environment cannot be assumed allergen-free. iPic Play Café is not a certified Halaal establishment. Ask the team about specifically sourced Halaal platter options and relevant supplier certification; Halaal-friendly does not mean strictly Halaal.

Cakeage is charged at the amount stated before payment and includes the cake or cupcake stand, knife and cake table. Bring your own candles and lighter and use them responsibly with adult supervision. There is no guest cake, food or personal-item storage or refrigeration service; bring the cake at party time.



Décor guest care and acceptance

7 Venue décor and additional items

Fixed furniture, venue décor and equipment may not be moved or removed. Venue sound, lighting and play equipment are operated by staff. iPic Play décor remains venue property; only items expressly identified as take-home items may leave with guests.

Additional décor is limited to themed rooms and must be arranged through Boom Boom Party Shop, unless the Party Department approves an exception in writing. Where the partner promotion is available, the team provides the once-off 10% code after confirmation; confirm eligibility before ordering.

Order additional décor at least 14 days before the party and arrange delivery at least seven days before it. Confirm delivery instructions with the team: iPic Shopping Centre Aurora, corner Aurora and Burton Streets, iPic Active, first floor, Unit 29. No guest setup time or delivery of décor on the day is allowed. Party coordinators complete setup and may refuse unsafe, inappropriate or late items.

Helium balloons, glitter, confetti, foam sprays, bubbles and piñatas are not permitted. Nothing may be attached to walls or suspended from ceilings. Additional purchased décor belongs to the host and must be collected when the party ends. Claims for lost or damaged items are assessed on the facts; these terms do not exclude liability that the law does not permit us to exclude.

8 Photographs privacy and belongings

Private photographs are welcome if they respect other guests and children. Outside photographers or videographers require prior written permission from the Party Department. Any venue use of identifiable guest or child images for publicity requires appropriate consent; booking or payment is not blanket consent to marketing use.

Booking information is used to arrange the event, handle payment and respond to enquiries. Share only necessary guest and medical information. Keep valuables secure and use designated lockers where available; do not leave belongings in play areas. Report loss or damage promptly so the team can investigate.

9 Vouchers complaints and consumer rights

If the package includes a complimentary play voucher, the voucher is for a separate visit and is valid Tuesday to Friday, excluding public and school holidays, limited to one per child per year. Its issue and expiry details must be disclosed. It is not a cash refund or a replacement for a refund legally due. Paid gift vouchers are subject to their own lawful terms.

Report service concerns to the Manager on Duty during the event so they can be addressed, or contact parties@ipicplay.co.za afterwards with the reference and details. Complaints, cancellations, unavailable services and approved refunds follow the separate refund policy.

Play involves physical risks. Guests must follow safety rules, but no waiver or term removes statutory consumer rights or excludes liability for gross negligence or other liability that cannot lawfully be excluded. Material restrictions must be explained before booking. Any agreed variation must be recorded in writing; statutory rights prevail over conflicting terms.

10 Host acknowledgement

I have received these Party Terms and Conditions and the Party Refund and Cancellation Policy before payment. I have checked the booking details, inclusions, guest limits, deadlines, supervision duties and safety requirements. I will share relevant arrangements with the attending parents or guardians.

Booking reference _____ Party date _____
Host name _____ Signature _____
Date _____