



FAQ's about our birthday parties:

I have more guests that have RSVP'd than I booked for. Can I increase the size of my party?

14 days out: You can increase or reduce the size of your party booking and your final invoice will be updated accordingly.

8-13 days out: If we can arrange additional coach/es (dependent on staff availability) you can increase the size of your party and your final invoice will be updated accordingly.

1-7 days out (i.e. from close of business the Friday a week out from your party): No changes to group size are possible. In an emergency situation IF we can confirm an additional coach willing to work at short notice it may be possible to increase the group size. This will attract a \$50.00 late change fee in addition to the higher group size price.

If I have extra kids turn up on the day what happens?

For safety reasons only the number of children you have booked for will be allowed in the gym, no more. Please make sure you consider this when doing your invitations and be sure to include the birthday boy/girl as well as any brothers and sister that will come along! As these are gymnastics parties we have set ratios to maintain safety, so extras will not be permitted to participate.

**I have fewer guests attending than I booked for what happens?
Can I reduce the size of my party booking?**

14 days out: You can reduce the size of your party booking and your final invoice will be updated accordingly.

8-13 days out: (close of business Friday the week before): You can reduce the size of your party booking and your final invoice will be updated accordingly (you will only pay for the group size you have adjusted it to).

1-7 days out (i.e. from close of business the Friday a week out from your party): You can let us know that you are expecting fewer guests than you had booked for, however the price will remain the same as you initially booked for.

If fewer guests turn up to the party than you have booked for, no discounts or refunds can be provided, as we will have arranged staffing and food as per your booking.

**Should we arrive early for our child's party?**

Parents and the birthday boy/girl are encouraged to arrive NO EARLIER THAN 15 minutes prior to the scheduled party time. Access to the venue prior to this time may not be possible. Other parties or classes may be taking place right up until your party goes into the gym. There will most likely be other groups in the waiting area whilst your party is starting / ending. Please put on invitations party start time and finish time, as we may have parties directly before and after your party and all parties will start at their scheduled start time and conclude 1 ½ hours after that.

Where do we go when we get there?

All parties meet inside our green gym (194 Roberts Road – the right-hand side building). From here the children will meet and greet, take shoes and socks off and then an EKGA coach will call the children into the gym. All children will need to be signed in and have a name tag before coming into the gym. After the activities, eating will take place in the viewing area of the blue gym, near the canteen.

Where do the parents sit?

We have a fenced off viewing area for parents that remain on site during the party. The parents of the birthday child (only) can come into the gym to take photos or film the party. Shoes and socks need to be removed before coming into the gym.

Are younger brothers / sisters allowed to join in?

We do not allow children under the age of three to participate in the gymnastics activities. Babies and toddlers that do not go into the gym do not need to be counted and there is no charge. Only children that have turned 3 they are permitted in the gymnastics area. Any children aged 3-4 years will need to have an adult go into the gym with them and stay within arm's reach of them whilst they are on the equipment.

Are older children / adults allowed to join in?

We do not allow children over the age of 12 or any adults to use the equipment during birthday parties for safety and insurance reasons.

Can we bring food / drinks for parents?

Families are welcome to bring along extra food for the parents. No alcohol or hot drinks are permitted for safety reasons. We provide a table and table cloth that you are welcome to use for any food or drinks for the adults. Any food for parents (including EKGA platters) will be served in the viewing area once the children have gone into the gym. Absolutely no food or drinks in the gym. We are not able to heat up or refrigerate any food you bring from along.

What is on the EKGA provided parents platter?

We provide a platter with tzatziki dip, mild salsa, cheese, kabana, rice crackers and corn chips.

Do you provide water for the children?

Yes we have a bubbler in the gym for children and jugs of water are available during eating time.

Do you provide tea and coffee for the adults?

You are able to book a coffee package which gives you unlimited tea and coffee. If you have not booked a coffee package and would like tea and coffee available for parents on a user pays basis, please advise us when you finalise payment for your party so we can have it available. For safety reasons we do not allow urns or kettles to be brought onto the premises. For safety reasons any hot drinks need to be drunk in the fenced off viewing area and cannot be brought into or carried through the gymnastics area.

**Can we have just water and no juice?**

Yes, just let us know before your party. Price remains the same.

When do we have to pay the balance?

For all EKGA birthday parties balance is due 7 working days prior to the party (i.e close of business the Friday a week out).

Who provides the birthday cake?

The family provides the birthday cake and candles, unless they order an ice cream cake through EKGA. Our Ice Cream cakes are the Streets Party Cakes. Cakes can be ordered at time of booking and up to no later than seven days before the party. We also have limited room in our fridge so please don't bring a large cake that needs refrigeration.

Who provides the lollie bags?

EKGA provides each child with a lollie bag. The bags are clear cellophane bags containing a handful of jelly lollies and an EKGA come and try pass. You are also welcome to bring your own lollie bags and you will still get the EKGA ones.

Can you arrange a gluten free party?

Yes we can provide gluten free parties. We require at least 14 days notice to arrange this a full gluten free party. The price will be dearer than a standard party as gluten free party food more expensive than the standard menu items. The Party Department Leader will be able to discuss pricing with you. If you have only one or two guests that require Gluten free please let the office staff know and we will arrange suitable substitutes for those guests.

We have children attending the party that are vegetarians/have allergies/intolerances. What can we do?

If you have guests that cannot eat the standard party menu due to allergies, intolerances, religion or are vegetarian or vegan, Coeliac disease etc please let us know at least 14 days before the party. We will do our best to source substitute items for those guests. This substitute items can be provided for a single guest or for the ENTIRE party (which will likely incur a price adjustment). If we cannot source a suitable substitute item or guarantee that we can prepare food items safely we will contact you to discuss what the best options are.

Is there heating and cooling at the gym?

Our buildings have heating and cooling systems installed.