

## WONDER SEEKERS SENSORY PLAY

### TERMS & CONDITIONS FOR PARTIES & EVENTS

#### **1.0 AGREEMENT**

1.1 This Agreement (“The Agreement”) is entered into as of the date the booking form is submitted (“Effective Date”), between you, herein referred to as the Client or Host, and Wonder Seekers Sensory Play, herein referred to as the Provider.

1.2 This Agreement represents the entire understanding between the Client and the Provider and supersedes all prior discussions or agreements, whether written or verbal.

1.3 By booking a party or event with Wonder Seekers Sensory Play, you acknowledge that you have read, understood, and agree to be bound by these Terms & Conditions. If you do not agree, please do not proceed with your booking.

#### **2.0 SERVICES PROVIDED**

2.1 The Provider agrees to organise and facilitate a sensory and/or messy play party or event as agreed in writing.

2.2 Services include planning, preparation, setup, facilitation, provision of play materials, and pack-down.

2.3 Standard playtime is 1 hour for all party packages, **except the Deluxe Package, which includes 1.5 hours of playtime**, unless otherwise agreed in writing.

2.4 While the Provider will dispose of rubbish and restore the area as reasonably practicable, a detailed venue clean is not included.

#### **3.0 OUR CREDENTIALS**

3.1 Wonder Seekers Sensory Play holds Public Liability and Professional Indemnity Insurance.

3.2 The owner, Jessica Fernandez, holds a current Working with Children Check (Blue Card), First Aid and CPR certification, and Food Safety certification.

#### **4.0 PAYMENT TERMS**

4.1 A \$50 non-refundable booking deposit is required at the time of booking and must be paid within 48 hours of the invoice being issued. Your event date is not secured or held until both the deposit and the completed Party Booking Form have been received by Wonder Seekers Sensory Play.

4.2 Once all party details and any additional inclusions are confirmed, an invoice for the remaining balance will be issued to the email address provided. The final balance must be paid no later than 14 days prior to the scheduled event date.

4.3 If full payment is not received by the required due date, Wonder Seekers Sensory Play reserves the right to cancel the booking and retain the booking deposit in accordance with these Terms and Conditions.

4.4 Any additional items, services, or upgrades added after the original invoice has been paid will be invoiced separately and must be paid within **48 hours** of invoicing.

4.5 All fees are exclusive of GST unless otherwise stated.

4.6 Additional Children & Activity Upgrades:

Each party package includes a set number of children and activities. Where guest numbers exceed the package allowance, the following fees apply:

- \$15 per additional child, to cover materials and supervision
- \$50 per additional activity or sensory tray added to the setup

For parties with more than 25 children, additional activities are strongly recommended to ensure all children can participate meaningfully.

For parties with more than 30 children, a second host is required at an additional cost of \$100 per hour.

## **5.0 TRAVEL FEES**

5.1 Wonder Seekers Sensory Play is based in **Aspley, QLD 4034**. Travel to locations outside of our local service area is available and subject to the travel fees outlined below.

5.2 For events located more than **10 kilometres** from our base in Aspley (4034), a travel fee of **\$2.00 per kilometre** applies for each kilometre travelled beyond the initial 10km radius. This fee contributes to transport costs and travel time.

5.3 Travel fees are calculated in advance and must be paid at the time of booking, together with the event deposit or balance, to allow for appropriate planning and scheduling.

5.4 Travel fees are charged in addition to the event booking fee, are **non-refundable**, and cannot be waived or adjusted.

## **6.0 PARTY DETAILS – THEME, ACTIVITIES & COLOUR SCHEME CUSTOMISATION**

6.1 Wonder Seekers Sensory Play will endeavour to align party décor, activities, and overall styling as closely as possible with the Client's preferred theme or colour scheme. However, due to the use of natural

colourants and materials, exact colour matching or vibrancy cannot be guaranteed, and variations in tone and appearance may occur.

6.2 By engaging Wonder Seekers Sensory Play, the Client grants the Provider creative discretion in the design and selection of activities, unless specific requirements are agreed to in writing prior to the event. Our signature Wonder Seekers Sensory Play style incorporates natural, sensory-rich elements, which may influence the final look and feel of the setup.

6.3 Any requests that fall outside the standard inclusions of the selected party package may incur additional charges and must be confirmed in writing prior to the event.

## **7.0 PARTY DURATION & PROCESS DETAILS**

7.1 The standard playtime for all party packages is 1 hour, commencing at the scheduled start time stated on the Client's invitation. Setup and pack-down times vary depending on the selected package:

- Mini Package: Approximately 1.5 hours required for setup and 40 minutes for pack-down
- Medium Package: Approximately 2 hours required for setup and 1 hour for pack-down
- Deluxe Package: Approximately 2.5 hours required for setup and 1 hour for pack-down

Guests are encouraged to arrive up to 15 minutes prior to the scheduled start time to maximise playtime. Please note that play activities will not commence before the scheduled start time.

7.2 Additional party playtime may be requested, subject to availability, at a rate of \$50 per 30-minute increment. Requests for additional time must be confirmed in advance and are not guaranteed.

## **8.0 TAKE HOME PARTY FAVOURS/ ACTIVITY ADD ONS**

8.1 If you choose to include handmade take-home party favours or activity add-ons for your guests, please note that these items may vary slightly in appearance due to their unique handmade nature. One item will be allocated per child unless otherwise agreed in writing.

Optional creative activities (such as canvas painting) may be added to your party package. These activities are priced per activity or per child and must be discussed and confirmed in writing during the booking process.

8.2 While Wonder Seekers Sensory Play will endeavour to align party favours and activity add-ons with your chosen theme, this may not always be possible. Any variations will be discussed prior to confirmation. All take-home favours and add-ons incur an additional cost per child unless otherwise specified.

8.3 All party favours and take-home items provided by Wonder Seekers Sensory Play are intended for use **under adult supervision only** and must be used as directed.

8.4 Once party favours or take-home items leave the event, Wonder Seekers Sensory Play accepts no responsibility or liability for their use. Parents and guardians are responsible for monitoring children's interaction with these items to ensure safe and appropriate use. These items are **not intended for unsupervised play or consumption**.

## **9.0 SUPERVISION, WAIVERS, CHILD PARTICIPATION & SAFETY**

9.1 It is a requirement of our insurance policy that a Wonder Seekers Sensory Play team member be present at the event at all times. However, active parent or caregiver supervision is required at all times, particularly when children are engaging with water play, small loose parts, or shared sensory materials. Children must not be left unattended, and parents or caregivers remain fully responsible for their child's behaviour, participation, and safety throughout the event.

9.2 Each activity station is designed to safely accommodate a specific number of children at one time. If a station is at capacity, parents or caregivers must guide their child to another activity until space becomes available. No additional materials will be supplied on the day. All equipment and resources must be used as intended (for example, tools are not to be used in a manner that may cause damage or injury).

9.3 All children under the age of 18 attending the party — including siblings, older children, and any guests not originally listed — must be included in the final guest numbers and have a completed waiver signed by their parent or legal guardian. This is a legal and insurance requirement and is non-negotiable.

Based on experience, most children engage with the activities to some degree, including older children who may initially indicate they do not wish to participate. If you would prefer older children to wait until younger children have had a turn, this should be discussed directly with their parents or caregivers in advance. Regardless of participation level, all children must be included in the waiver process.

Children without a completed waiver may not be permitted to participate in play activities. If additional children attend on the day, participation will be subject to available materials, staffing capacity, and payment of any applicable additional fees.

9.4 While the Provider takes all reasonable precautions to create a safe play environment, the Client acknowledges that sensory play involves inherent risks, including but not limited to slipping, falling, or allergic reactions. It is the Client's responsibility to disclose any allergies or relevant medical information prior to the event. Wonder Seekers Sensory Play is not liable for injuries or allergic reactions, and any personal injury claims must be addressed through the Client's own insurance. Participation is voluntary, and all risks associated with participation are knowingly accepted by the Client and attending families.

## **10.0 PARTICIPATION GUIDELINES & LIABILITY INFORMATION**

10.1 While all reasonable care is taken to create a safe and engaging environment, participation in Wonder Seekers Sensory Play activities is voluntary and undertaken at the participant's own risk. Wonder Seekers Sensory Play is not liable for any accidents, injuries, loss, or damage that may occur during the event. Parents and carers are responsible for supervising their child at all times and managing their child's participation appropriately.

The Provider reserves the right to remove materials, modify activities, or gently redirect any participant whose behaviour poses a safety risk to themselves or others, or significantly disrupts the event.

10.2 All materials provided are non-toxic and suitable for sensory exploration; however, they are not intended for consumption. Parents and carers must ensure that children do not eat, mouth, or misuse sensory materials during play.

10.3 Any deliberate misuse of materials, rough handling of equipment, or behaviour that results in damage may incur repair or replacement costs. These costs will be the responsibility of the parent, guardian, or Client.

10.4 By booking or attending a Wonder Seekers Sensory Play party or event, all participants acknowledge and accept these Terms & Conditions and agree to engage respectfully with the materials, staff, and other attendees.

## **11.0 ALLERGIES/ ANAPHYLAXIS AWARENESS & RESPONSIBILITY**

11.1 Wonder Seekers Sensory Play cannot guarantee an allergy-free environment, as food-based materials may be used during sensory activities. While reasonable efforts are made to avoid common allergens such as nuts, soy, dairy, or eggs, some materials may carry advisory labels indicating potential traces of allergens.

11.2 All allergies, sensitivities, or anaphylaxis risks must be disclosed **prior to the event**. While reasonable efforts will be made to accommodate disclosed allergies where possible, accommodations cannot be guaranteed, particularly where notice is limited or materials have already been prepared.

11.3 Parents and carers are responsible for supplying, carrying, and administering any required allergy or anaphylaxis medication for their child. Wonder Seekers Sensory Play accepts no responsibility for allergic reactions or medical incidents arising from participation in activities.

11.4 It is the responsibility of each parent or guardian to ensure that their child's allergy information is disclosed accurately and in a timely manner. Wonder Seekers Sensory Play will not be liable for allergic reactions resulting from incomplete or undisclosed information.

11.5 Where relevant, the party host may choose to communicate allergy information to guests; however, responsibility for allergy management remains with the child's parent or guardian at all times.

## **12.0 CLIENT RESPONSIBILITIES**

12.1 Supervision: You agree to provide active supervision for your child or children at all times during

the party or event. This includes ensuring children interact safely with sensory materials, equipment, and other participants.

12.2 Respect for the Environment: You agree to support Wonder Seekers Sensory Play's commitment to sustainability and care for natural materials. This includes disposing of waste responsibly, respecting equipment and natural elements used during the event, and encouraging children to do the same.

12.3 Health & Safety Compliance: You agree to follow all reasonable health and safety instructions provided by Wonder Seekers Sensory Play staff. This includes maintaining cleanliness, using provided hygiene facilities where applicable, and promptly reporting any accidents, incidents, or hazards.

12.4 Respectful Behaviour: You agree to treat all attendees, staff, and children with respect. Harassment, bullying, aggressive behaviour, or discrimination of any kind will not be tolerated and may result in removal from the event.

12.5 Payment Obligations: You agree to make all payments associated with the booked party or event in accordance with the agreed payment terms and timeframes.

12.6 Cancellations: You agree to comply with Wonder Seekers Sensory Play's cancellation and refund policy, including any applicable fees or forfeitures for late cancellations or non-attendance.

12.7 Personal Property: You are responsible for your personal belongings and those of your children. Wonder Seekers Sensory Play is not responsible for any loss, theft, or damage to personal property brought to the event.

12.8 Photography by Guests: You acknowledge that guests may take photographs or videos of their own child only during the event and agree to do so in a child-safe and respectful manner. Wonder Seekers Sensory Play is not responsible for images or recordings captured or shared by attendees.

12.9 By booking a party or event with Wonder Seekers Sensory Play, you acknowledge and agree to comply with these Client Responsibilities.

### **13.0 LOCATION/ WET WEATHER OPTIONS**

13.1 Wonder Seekers Sensory Play does not provide the event location. The Client is responsible for supplying a suitable venue for the party or event, including any alternative indoor or covered location should weather conditions be unsuitable for an outdoor setup.

13.2 In the event of wet weather, the Client is encouraged to have a suitable backup location available. Where an alternative venue is not available, rescheduling **may** be offered at the discretion of Wonder Seekers Sensory Play and subject to availability. Refunds will not be issued for weather-related cancellations or changes.

13.3 For outdoor events, the Client is responsible for ensuring adequate shade and sun-safe conditions for guests. Wonder Seekers Sensory Play does not provide shade structures or sun protection equipment and is not responsible for sun exposure during the event.

13.4 If the event location has limited accessibility (including stairs, steep inclines, long distances from parking, or narrow entryways), additional setup time, assistance, or staffing may be required. Any additional costs will be discussed and agreed upon prior to the event.

13.5 For events held in public parks or council-managed spaces, it is the Client's responsibility to confirm whether permits, bookings, or site fees are required. Any associated fees or approvals are the responsibility of the Client.

#### **14.0 PROVISION FOR WATER AND AMPLE SHADING:**

14.1 The Client must ensure adequate access to water at the event location. Water may be required for activity refills, handwashing, cleaning, and general operational needs during the event. Where necessary, water may also be used by the Wonder Seekers Sensory Play host.

14.2 The Client is responsible for ensuring that the activity area has **sufficient shade** for all participants. Shade is essential for participant safety, particularly in warm weather, as equipment such as tables, trays, and sensory materials may become hot to the touch if exposed to direct sunlight.

14.3 For events held in public parks, access to a **tap** (not solely a sink) is required to allow refilling of water-based activity stations as needed. Natural shade from trees may be suitable provided it offers adequate coverage for the setup and participants.

14.4 If adequate water access or shade is not available on the day of the event, Wonder Seekers Sensory Play reserves the right to modify, relocate, or cancel activities where required to ensure safety. Refunds will not be issued in these circumstances.

#### **15.0 ACCESSIBILITY TO VENUE**

15.1 The Client acknowledges that the selected event location must be safely and reasonably accessible by trolley to allow for the transport of equipment and materials required for the event.

15.2 For events hosted at a private residence, side access is requested where available to support efficient setup and pack-down. Where side access is not available, this must be disclosed in advance, as additional time or assistance may be required.

15.3 Pet Policy: For hygiene and safety reasons, all household pets must be kept away from the sensory play area for the duration of the event, including setup and pack-down. Wonder Seekers Sensory Play is not responsible or liable for any incidents involving pets during the event.

#### **16.0 CHANGES/ MODIFICATIONS**

16.1 The Client acknowledges that once an event is confirmed, planning, preparation, and allocation of materials commence. Where unforeseen circumstances arise (including changes to weather, timing, or location), the Client must notify Wonder Seekers Sensory Play as soon as practicable.

16.2 Any changes or modification requests must be submitted **in writing no later than 14 days prior** to the scheduled event date.

16.3 Wonder Seekers Sensory Play will make reasonable efforts to accommodate requested changes; however, changes are **not guaranteed** and are subject to availability, feasibility, and operational requirements. Additional charges may apply depending on the nature and extent of the requested modifications.

16.4 Requests made **less than 14 days prior** to the event will be considered on a case-by-case basis and may not be possible due to preparation timelines. Where changes can be accommodated, additional fees may apply.

16.5 If unforeseen circumstances arise on the day of the event (including sudden weather changes or venue-related issues), the Client must notify Wonder Seekers Sensory Play immediately. The Provider will use reasonable judgment to make adjustments where possible; however, some activities, materials, or setups may not be able to be altered at short notice.

## **17.0 HEALTH & ILLNESS POLICY**

17.1 To protect the health and safety of all attendees, children and adults must not attend a Wonder Seekers Sensory Play party or event if unwell. This includes, but is not limited to, fever, vomiting, diarrhoea, influenza, gastroenteritis, viral infections, rashes, or any other contagious illness.

17.2 Wonder Seekers Sensory Play reserves the right to refuse participation or request the removal of any child or adult who appears unwell on the day of the event, in order to protect the safety of all attendees.

17.3 No refunds will be provided due to illness. Rescheduling may be considered at the Provider's discretion and is subject to availability.

## **18.0 CANCELLATION & REFUND POLICY**

18.1 Wonder Seekers Sensory Play understands that circumstances can change. However, due to preparation time, material costs, and limited availability, the following cancellation terms apply.

18.2 Cancellation by the Client more than 14 days prior to the event:

All monies paid will be refunded excluding the \$50 non-refundable booking deposit. Any payments made for party favours will be refunded only if those items have not already been purchased or prepared.

18.3 Cancellation by the Client between 14 and 7 days prior to the event:

Twenty-five percent (25%) of the total party fees will be retained by Wonder Seekers Sensory Play, in addition to the \$50 non-refundable booking deposit. No refund will be issued for party favours. The remaining balance will be refunded.

**18.4 Cancellation by the Client less than 7 days prior to the event:**

Fifty percent (50%) of the total party fees will be retained by Wonder Seekers Sensory Play, in addition to the \$50 non-refundable booking deposit. No refund will be issued for party favours. The remaining balance will be refunded.

**18.5 Cancellation by the Provider:**

If Wonder Seekers Sensory Play is required to cancel the event due to unforeseen circumstances, a full refund will be issued, including the booking deposit.

**18.6 Failure to Provide Notice / No-Show:**

If the Client fails to provide notice in accordance with this cancellation policy, or does not attend the event, all monies paid will be forfeited.

**18.7 Refund Processing:**

Where applicable, approved refunds will be processed to the Client's nominated bank account within 72 hours of written cancellation notice being received.

**19.0 FORCE MAJEURE CLAUSE**

**19.1** Wonder Seekers Sensory Play shall not be held liable or deemed in breach of this Agreement where it is prevented, delayed, or restricted from performing its obligations due to events beyond its reasonable control. Such events include, but are not limited to, acts of God, extreme weather conditions (including heatwaves or flooding), fire, war, strikes, lock-outs, pandemics, public health emergencies, government restrictions, venue closures, or any other event constituting a Force Majeure.

**19.2** During a Force Majeure event, the obligations of Wonder Seekers Sensory Play will be temporarily suspended for the duration of the event. Where reasonably practicable, the Provider will make reasonable efforts to notify the Client of the occurrence of the Force Majeure and any resulting impact on the scheduled event.

**19.3** If a Force Majeure event continues for a period exceeding **thirty (30) days**, either party may terminate this Agreement without penalty. In such circumstances, any prepaid but unused services will be refunded in accordance with this Agreement. No refunds will be provided for services already delivered.

**19.4** This clause does not excuse any obligation for payment in respect of services that have already been provided.

**20.0 MEDIA / PHOTOGRAPHY / SOCIAL MEDIA**

**20.1** Wonder Seekers Sensory Play may take photographs or short videos before, during, or after a party or event for marketing and promotional purposes, including use on its website and social media platforms (such as Facebook and Instagram).

20.2 Media consent collected as part of the booking process applies only to images and recordings captured by Wonder Seekers Sensory Play. If the Client does not wish for themselves or their child to be included in Provider-captured media, this must be indicated at the time of booking or prior to the commencement of the event.

20.3 While reasonable care will be taken when capturing images and videos, Wonder Seekers Sensory Play cannot guarantee that children will not appear incidentally in the background of photographs or recordings. Media preferences do not require the Provider to alter event structure, supervision arrangements, activity placement, or participant positioning.

20.4 Parents and carers may take photographs or videos of their own child only during the event. Families are expected to take child safety and privacy into consideration at all times and must not intentionally capture or share images of other children. Wonder Seekers Sensory Play is not responsible for images, videos, or content captured or shared by other attendees.

20.5 Parents and carers are welcome to tag Wonder Seekers Sensory Play on social media and may choose to grant permission for resharing of their own content at their discretion.

## **21.0 PRIVACY POLICY & ACKNOWLEDGEMENT**

21.1 You acknowledge and agree that any personal information collected as part of the booking process or event participation will be handled and protected in accordance with the Wonder Seekers Sensory Play Privacy Policy, which is available on our website.

21.2 Wonder Seekers Sensory Play is committed to safeguarding your personal information and ensuring it is stored, used, and disclosed in accordance with applicable privacy laws.

## **22.0 UPDATES & AMENDMENTS**

22.1 Wonder Seekers Sensory Play reserves the right to review, update, and amend these Terms and Conditions at any time.

22.2 The most current version of these Terms and Conditions will be published on our website. Continued use of our services constitutes acceptance of any updated Terms and Conditions.