

Terms & Conditions

Minimum numbers – The minimum number for an Under 11 Birthday Party is 10 participants. If you arrive with less, we can still facilitate the activity however you will still be required to pay for the minimum of 10 children.

Group bookings - All group bookings must be made in advance. If you book your group within 7 days of the booking appointment, you must understand that any changes to booking details may incur charges (as below).

Deposit – In order to secure a booking, we require a minimum non-refundable deposit of \$100.00 upon booking. Cancellation will result in the forfeit of deposit.

Booking transfer – If you wish to transfer a booking to an alternative date, please notify Hardrock at least 14 days prior to your booking date. Bookings can only be transferred once.

Victorian Government Restrictions/Covid-19 - Should restrictions in Victoria impact our ability to host your booking, we will be in contact with you to reschedule your booking to another date. If you are unable to find another date, we can place your deposit on hold until another suitable date is found. Rest-assured, our friendly Admin Team will always work with you to find a solution in a timely manner.

Attendance form – All participants must be listed on a birthday party attendance form. This form is to be signed by the birthday child's parent. We ask that the attendance sheet is handed in to reception prior to the commencement of the children's climbing time.

Group size changes – Hardrock employs 1 instructor for every 5 children to facilitate the birthday party. You may increase or decrease numbers, however we ask that you advise Hardrock of your final numbers at least 7 days prior to your booking date. Should you attend with fewer participants than booked without notifying Hardrock 7 days prior to your booking date, you will be required to pay an additional fee to cover the instructors employed. If you attend with more participants than booked or confirmed, additional instructors will not be employed potentially resulting in a long waiting period between the children's climbs.

Payment – We ask that payment is made prior to the commencement of children's climbing time. The deposit paid will be deducted from the total price.

Party room access - you will have access to the room 30 minutes prior to the completion of the children's climbing time to prepare the food. Children are permitted in the party room at the completion of their climbing time for 30 minutes. We will even clean it up for you once you have finished!

Parents assisting – If parents wish to assist with the safety work they may do so at no extra charge. Parents will be required to undergo a safety instruction and complete individual agreement forms. Please note climbing can be quite a strenuous activity. Should we have too many parents assisting, children may become tired resulting in the experience being less enjoyable.

Minimum age – We recommend a minimum age of 4 years to climb at Hardrock. Children must be able to fit into a full body harness in order to safely participate in the activity.

Location – Under 11 birthday parties are only available and suitable at our Nunawading centre. The minimum recommended age to climb in the CBD is 12 years of age.