



## Frequently Asked Questions

### **CAN I HAVE MORE THAN 20/40 PEOPLE?**

We highly recommend that you do not invite more people than included in your package.

Our party rooms have a strict maximum number of people for safety reasons, but also to ensure that everyone has enough space to sit, eat, and play games. If any additional guests arrive, adults of the party may be asked to wait outside of the room. Reserved tables outside of your room are not able to be provided.

Any additional guests will need to have a regular entry ticket purchased for them prior to entry. Once all party wristbands have been allocated, our admissions staff are not able to grant entry without a valid ticket.

### **IS THERE A WAITING AREA FOR PARENTS?**

As we are located within Chadstone Shopping Centre, parents are able to experience and visit a number of stores, cafes and restaurants.

### **CAN UNDER 3 YEAR OLDS ATTEND?**

Yes, general admission for an under 3 years of age is free of charge. However, they will be counted in the maximum number of people allowed in the room, and adults may be asked to leave the room if there is not enough space during food or games. The amount of food will stay the same regardless of any free infants attending. If you think you will require extra food, you are welcome to purchase platters from our café menu.



## Frequently Asked Questions

### WHERE CAN PARENTS DROP OFF AND PICK UP CHILDREN?

The Birthday Party meeting area is located on the balcony by the SurFer Girl. The Party host will be responsible for escorting children into the attraction.

Parents can pick up their children after the party has finished by waiting on the balcony for the group to come out of the attraction. Any latecomers or early picks up will need to be arranged with the admissions staff, who will escort the children if a hosting parent is not present. Parents without a wristband are unable to enter to pick up or drop off their children.

### CAN I BRING BALLOONS, CANDLES, OR DECORATIONS?

Chadstone Shopping Centre's policy includes no helium allowed in the centre. If you wish to bring oxygen-filled balloons they must be taken with you as you leave the party room.

The policy also includes no fire allowed in the centre, so no candles or sparklers are allowed. We do however have electronic candles that your party helper will bring out when you sing happy birthday. The party host will use a remote to switch off the candles when your child 'blows them out'!

The party room is already decorated with a LEGO circus theme, so no decorations that stick to the walls or make a mess (confetti/glitter) are allowed. You're welcome to bring your own tabletop decoration or plates/cups if you'd like.

### DO YOU CATER FOR CHILDREN WITH ALLERGIES?

In most cases, yes. Please enquire with our Bookings Officer at [BirthdayParties@LEGOLANDDiscoveryCentre.com.au](mailto:BirthdayParties@LEGOLANDDiscoveryCentre.com.au)



## Frequently Asked Questions

### CAN I BRING MY OWN CAKE?

Yes, if notified at least seven days before your party and you have booked one of our private room party packages. Please note that we are unable to store your cake in a fridge or freezer due to risk of contamination with allergens.

We will provide all utensils for your cake, and your party helper will assist with cutting and serving.

### CAN I START A CAFÉ/ADMISSIONS TAB?

Unfortunately, we are unable to offer a tab system. We require all payment up front for any food/drinks or extra admissions tickets.

### WHAT IS THE MINIMUM NUMBER OF CHILDREN REQUIRED?

As we offer set packages, we have no minimum number of guests. If you'd like to have a smaller party, you are still required to purchase one of our 20/40 person packages and the full amount of food will be provided.

### CAN I BOOK A PARTY OUTSIDE OF THE SET PACKAGES?

To privately book our party rooms you are required to purchase one of our set packages. If you'd like to visit for a special day without the private room, food, and party helper, you may want to take advantage of our special group rate for groups of 10 or more:

<https://melbourne.legolanddiscoverycentre.com.au/schools-groups/groups/>

Please note that only parties booked in our private room are allowed to bring their own cake into the centre, and no other outside food is allowed. If you'd like to have a cake celebration, we recommend heading to one of the Chadstone food courts before or after your visit to LEGOLAND Discovery Centre.