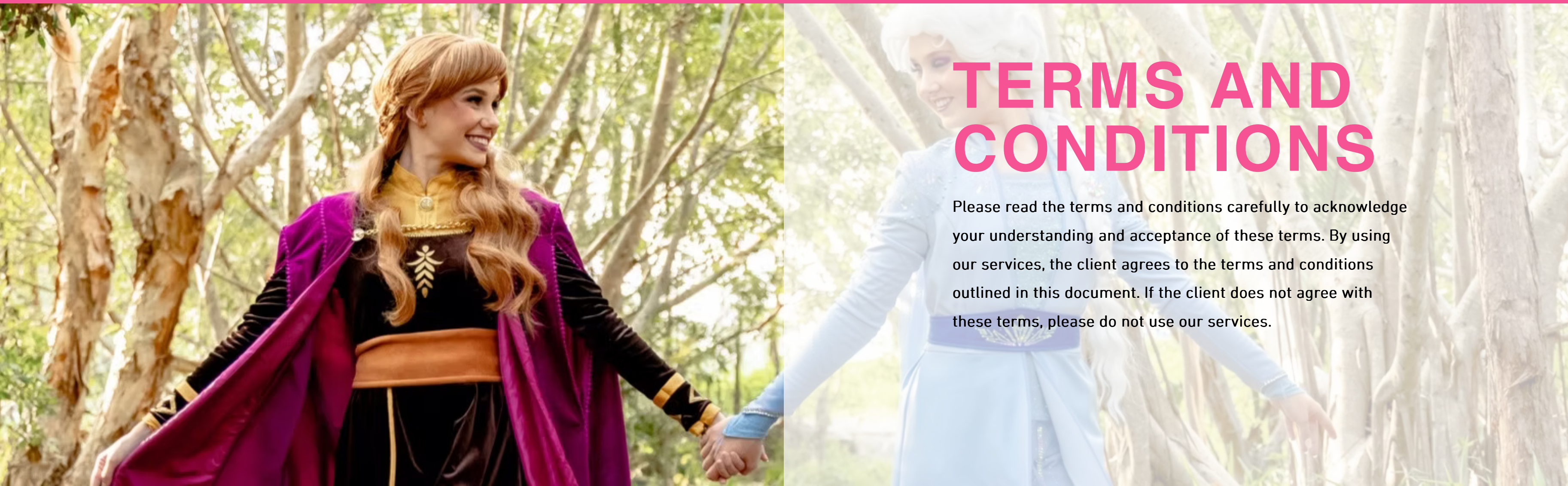


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TERMS AND CONDITIONS

Please read the terms and conditions carefully to acknowledge your understanding and acceptance of these terms. By using our services, the client agrees to the terms and conditions outlined in this document. If the client does not agree with these terms, please do not use our services.

MOBILE PARTIES

PAYMENTS TERMS

Upon confirmation of your booking details, **a non-refundable deposit of \$100 is required to secure your reservation.** The booking will only be considered confirmed once this deposit is received. The remaining balance must be settled no later than 7 days prior to your scheduled event. Payment options include bank transfer, PayPal, or debit/credit card. Cash payments and payment plans are not accepted. Failure to make payments by the due date will result in the cancellation of the event. A 15% surcharge will be applied for all public holiday bookings.

CANCELLATIONS AND REFUNDS

If the client cancels the event at least 7 days prior to the scheduled date, a refund will be provided, minus the \$100 deposit. Change of date requests are subject to availability and do not incur additional charges. In the unlikely event My Royal Party initiates a cancellation, the client will be offered an alternative date. Should the client choose not to reschedule, a full refund will be granted. All bookings are considered final. No refunds will be issued after the performer has completed the event and left the venue.

PRIVACY

My Royal Party is committed to maintaining the confidentiality of personal information, including addresses, phone numbers, email addresses, and any other sensitive data that may come into our possession.

MEDIA RELEASE

My Royal Party may occasionally capture photos or videos during events for promotional and social media purposes. Clients who do not wish to be featured in such media content must inform My Royal Party before the event. In the absence of such notification, clients grant permission for photos and videos from their event to be used in promotional and business-related materials.

OUTDOOR VENUES

Clients are responsible for ensuring a safe and comfortable environment for their event, especially for outdoor parties. Adequate dry and shaded areas must be provided.

WET WEATHER POLICY

If your event is planned outdoors, it is the client's responsibility to arrange an alternative indoor location in case of rain. Please monitor the weather forecast in the days leading up to your party and inform us of any changes as soon as possible. Kindly note that no refunds will be issued if you choose to cancel your event due to rain.

INSURANCE AND LIABILITY

All our performers are covered by public liability insurance, which solely applies to the performer and not to any other attendees at the client's event. My Royal Party is not liable for any injuries, losses, or damages that may occur during the event. All performers hold a valid Blue Card.

DAMAGES

Clients are accountable for any damage to the performer's costume caused by themselves or any attendees at the event, including children or adults, and will be billed accordingly.

ALLERGIES

My Royal Party uses safe products for activities, but it is the client's responsibility to notify us of any allergies to face paint, glitter, latex, or cosmetics. My Royal Party is not responsible for any allergic reactions that may occur during the event.

HEALTH AND SAFETY

Some of our activities involve close interaction with children. In cases of serious illness (contagious cold or flu) or lice in a child, the performer reserves the right to decline certain activities, such as face painting and makeovers.

TRAVEL FEES

We provide services in the Brisbane and Gold Coast areas. Locations beyond 30km from our offices (Fortitude Valley and Broadbeach) will incur an additional travel fee of \$1.00 per kilometre, which will be added to your invoice.

GUEST COUNT POLICY

Please be mindful of the child limit in your package. Our packages are carefully designed to include specific activities within a designated time frame. To ensure our entertainer/s can complete all activities as planned, it is essential to adhere to the maximum guest count. Exceeding this limit may result in some children missing out on the full experience.

ARRIVAL AND DEPARTURE

To help us preserve the magic, we kindly ask that children do not see our performer arriving or leaving the venue, especially by car. Please ensure there is suitable parking available close by. Any parking fees will be the responsibility of the client.

REQUIREMENTS

Clients are expected to provide one chair per performer and one table if face painting is part of the event. Ensure that all pets are securely put away during the performer's visit. At least one adult should be present throughout the event. The performer is skilled at engaging children, but unruly or rowdy behavior may require additional adult attention. We recommend serving food either before or after the interactive activities, or after balloon twisting and face painting have concluded.

VENUE PARTIES

PAYMENT TERMS

Upon confirming your booking details, **a non-refundable deposit of \$250 is required to secure your reservation.** Please note that your booking will only be considered confirmed once this deposit is received. The remaining balance must be settled no later than 7 days prior to the scheduled event. We accept payments through bank transfer, PayPal, or credit/debit card. We do not accept cash payments or offer payment plans. Failure to make payments by the due date will result in the cancellation of your event, and your reserved slot will be released to our waitlist. A 15% surcharge will be applied for all public holiday bookings.

CANCELLATIONS AND REFUNDS

In the event of a cancellation by the client, the \$250 deposit will be forfeited. Requests for a change of event date will incur an additional fee of \$50, subject to availability. All payments are considered final, and no refunds will be issued, even in cases where payments have been made for additional services or for unattended guests. Please be aware that all supplies and catering are pre-ordered well in advance, and we are unable to provide refunds for unused services.

ARRIVAL AND DEPARTURE

One parent or guardian of the birthday child is permitted 10 minutes before the scheduled party time to deliver cakes, party bags, or any additional items to the host, if applicable. All other guests are allowed entry only at the designated party start time. During the initial 10 minutes, children will be guided to their seats for snacks, and the entertainment program will commence shortly thereafter. Please note that session times are strictly adhered to, and your party will begin and conclude at the agreed-upon time.

PARENTS ON SITE

We recommend at least one parent or guardian of the birthday child remain on the premises for the duration of the party. Due to space limitations within our venue, we can accommodate a maximum of 10 adults who may stay onsite throughout the party. Other parents are kindly requested to drop off and pick up their children. We appreciate your understanding that adults staying onsite are present solely for supervision and observation purposes and should not interfere with the planned entertainment schedule.

GUEST LIMITS

Your party must not exceed the maximum number of guests specified in your booking, with the birthday child included in this count. All children aged 1-12, including the birthday child, are considered part of the total guest count upon entry. Please ensure your party adheres to the maximum guest limit specified in your booking. Additional siblings or uninvited guests beyond this limit will either incur charges or be denied entry to the venue. Due to space constraints, we can accommodate a maximum of 10 adults staying onsite for the duration of the party. Infants or babies who are not active participants in the event should remain in their parent/guardian's lap or arms throughout the party. We discourage the use of prams inside our venue due to space limitations.

PHOTOS AND MEDIA RELEASE

We encourage you to capture memorable moments with photos and videos during the party. On occasion, My Royal Party may document events for promotional and social media purposes. Should you wish to exclude your event from any such photos or videos, kindly notify us in writing before the event day. Failure to provide such notification implies your consent for the use of event photos/videos in promotional and business-related materials.

INSURANCE AND LIABILITY

My Royal Party maintains comprehensive insurance coverage and operates as a child-friendly establishment. While we diligently implement safety measures to protect all our party attendees, it's important to note that we cannot assume liability for any accidents, injuries, or damages that may occur during the event. All our staff and performers hold valid Working With Children's Checks and Public Liability Insurance.

DAMAGES

While we aim for all guests to enjoy their time in our beautifully decorated venue, it remains the responsibility of the client, parent, or guardian to supervise and manage any children who may inadvertently cause damage to our equipment or decor. Clients will be held accountable for any property damages resulting from the misconduct of children attending the event.

FOOD, ALLERGIES, AND CAKE

We recommend using cupcakes for the cake ceremony, as they are easier and cleaner to serve. However, if you choose to bring a cake, please bring a container for any leftover portions when you depart. Our host will handle the cutting and serving of the cake. Our party packages include sandwiches, fairy bread, fruit, cookies, and chips. We do not serve hot food or items containing nuts. Outside food is prohibited, except for the birthday cake. Clients, parents, or guardians are responsible for informing My Royal Party of any food allergies at least 7 days before the event. Failure to communicate such information relieves My Royal Party of any liability for allergic reactions that may occur during the event.

EXTERNAL VENDORS

Due to our commitment to maintaining the aesthetic and operational excellence of our venue, external vendors for decor or services are not permitted without the approval of My Royal Party. Our venue often hosts events with tight turnaround times, and allowing external vendors can disrupt our ability to provide exceptional service.

PRIVACY

My Royal Party is committed to safeguarding your personal information, such as addresses, phone numbers, and email addresses, treating it as confidential. We will not disclose this information to third parties without your consent. Your privacy is of utmost importance to us.

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Servicing Brisbane and Gold Coast Areas