



Birthday Party FAQs

I have less than 10 guests what can I do?

As long as the booking is made for 10 guests you can have less than 10! We are unable to refund costs for those who cannot attend or if you fail to meet the minimum number.

Can I bring a cake? Where will it be stored?

Yes! You are most welcome to bring a cake to celebrate the special day, we can keep it refrigerated or frozen for you. We will provide, napkins, plates and a knife. Remember to bring your candles!

Can I bring my own food?

We do ask that no outside food is to be brought into The Ginger Factory except for a birthday cake.

Can I bring my own decorations?

Absolutely! Celebrating a birthday is very special and all the bits and bobs help children feel special. We just ask that you remove all the party decorations before you leave.

Can I bring any left-over food home with me?

No. As we cannot guarantee how the food is stored when it leaves The Ginger Factory, all food must be consumed on site.

What is the cost for parents?

There is no cost for adults! The Ginger Factory is a free entry park. If adults would like to enjoy the rides, tickets can be purchased at the ticket desk on the day. Remember to tell the team that you are part of the birthday party to ensure you are given the discounted ticket price for the rides!

What is the cost for children under 4?

Children under 4 are free of charge on rides as long as they are with a supervising adult with a valid ticket.





Do I include adults in the guest number when booking?

No need to include adults in your guest number – only book for the number of children sitting at the table.

Can I pay in cash?

To secure your booking, please book online. We do not take cash for Birthday Party bookings. You are welcome to bring cash to spend on the day.

My guests have a VIP pass, do I need to organise ride tickets for them?

Lucky them! Your guests will simply need to bring their VIP pass with them and that will be their ticket for the rides.

Should I include my one-year-old in the guests?

If your one-year-old would like a seat the table and a party box, please book for them.

I have a guest who is gluten free, can you cater for them?

Yes, our team will reach out 7 days before the event to confirm any dietary requirements your group might have. We do our best to cater for all requirements, however, please note we cannot guarantee that foods are 100% free from requirements.

Can I change the time of the booking?

Please call (5447 8431) and speak with our team. Our team will do their best to cater to requests however this may not be possible pending other bookings on the day of your event.

What if it rains?

If you have booked a Little Explorers or Ginger Factory Birthday Party, your party will go ahead as planned! Best to bring an umbrella for the open-air walkways. If you have booked a Bee-Trice Birthday Party, our team will reach out with other arrangements pending availability.

Still have questions?

Please [contact us](#).



We look forward to helping you celebrate

