

KIDS BIRTHDAY PARTY PACKAGE

FREQUENTLY ASKED QUESTIONS



GENERAL

What time should we arrive for the party?

We ask that you and your guests arrive at least 15 minutes prior to your party start time. This will ensure that your party experience begins on time and that none of your guests miss out on any of the fun!

What do we do when we arrive?

You will check in at the ticket booth inside Gate 3 of the MCG, and we'll handle the rest! Our staff will facilitate the transitions from the MCG Tour, to the Paddock Café (if optional food package is selected) and to the Australian Sports Museum.

Can parents drop off and pick up their kids up from Gate 3?

This can be done only if the parent/guardian organising the party is present at Gate 3 to greet party guests. They will then be in the booking holder's duty of care.

Can we park at the MCG?

There is no car parking available at the MCG. There is parking available in the Eastern Plaza Car Park on Olympic Boulevard and limited street parking along Wellington Parade, Jolimont Street and Jolimont Terrace, which are a short walk away from the MCG.

Will we be assigned a staff member for the whole birthday party?

You do not have a designated staff member that is with you for the entire day. On arrival our staff will facilitate the transitions from the MCG Tour, to the Paddock Café (if optional food package is selected) and the Australian Sports Museum.

What is the minimum number of guests for a birthday party booking?

We require a minimum of 10 children and 1 supervising adult for all birthday party bookings.

What times do the birthday parties run?

We offer birthday party start times of 10am, 11am, 12pm, 1pm or 2pm. Please note that the optional food package can only be selected with a 10am or 12pm start time. Parties will typically begin with a 1 hour and 15 minute MCG Tour, followed by lunch in Paddock Café (if the optional food package is selected) and conclude at the Australian Sports Museum.

Your group is welcome to stay and enjoy the Australian Sports Museum until it closes at 5:00pm*.

Can the birthday party be tailored to my child's interests?

Yes! The more information you share when making the booking (eg. team of support), the more the Tour Guide can tailor the experience based on the birthday child's interests.

Can the Australian Sports Museum organise party invitations?

Party invitations are available! Download your birthday invitations [here](#) to share digitally or print at home.

Will the MCG Tour include access to the players change rooms and the ground?

Tours typically include access to the players change rooms and boundary line of the arena, however this is subject to availability based on the MCG event schedule*.

What if we need to cancel or make changes to our party?

If for any reason you need to make an amendment to your party booking, please get in touch with us by phone (03 9657 8879) or email (contactus@australiansportsmuseum.org.au). If you need to cancel your party, we ask that you inform us at least five business days prior to the party to receive a full refund of your deposit.





FOOD & DRINKS

Do we have to select the food package?

No, this is an optional add on. You can book the MCG Tour and Australian Sports Museum party package without food if you prefer.

Can we bring our own food?

No outside food can be consumed inside Paddock Café or the Australian Sports Museum*. You are welcome to bring your own food to have a picnic in Yarra Park after your party, however we are not able to store this for you. *Please see below about birthday cakes.

Where do we eat if we choose the food package?

If you choose the food package, your party group will be dining in the Paddock Café inside Gate 3. The Tour Guide will drop your group off there after the MCG Tour and Paddock Café staff will look after all catering.

What is included in the food package?

The food package includes platters of food with chicken nuggets, sausage rolls, burgers and chips! It also includes one bottle of water or juice per child.

What lunch options are available for accompanying adults?

Adults are able to purchase food from the standard Paddock Café menu on the day of the party.

Do you provide plates, cutlery and serviettes?

Yes, these will all be provided if the food package is selected. The café will have plates, cutlery and serviettes set up ready on the birthday table.

Do you cater to dietary requirements?

We strive to accommodate all dietary requirements to the best of our ability. You will be able to liaise directly with our catering partners from Paddock Café regarding any dietary requirements.

How long do we spend in Paddock Café for the food package?

We recommend a one hour break in Paddock Café for the food package in between the MCG Tour and time in the Australian Sports Museum. If your group finishes eating lunch and birthday celebrations earlier, please let our staff at the ticket booth know and they will transition your group to the Australian Sports Museum where you can stay until closing (5pm*).

DECORATIONS, BIRTHDAY CAKE & GIFTS

Will guests be allowed to bring in gifts? Will we be able to store these safely during the birthday party?

Yes, we can store gifts in a safe place for the duration of the birthday party.

Can we bring our own cake?

Yes, if the food package is selected you can bring your own birthday cake, which can be refrigerated in Paddock Café. You will be emailed a Food Disclaimer and Indemnity form that is to be filled out, signed and brought with you. There is no additional cost to bring your own cake.

Are decorations permitted?

Yes, basic decorations such as balloons are permitted if you choose the food package. Our staff will direct you to Paddock café where you can set them up on the birthday table.



*Please note that availability may vary due to the MCC events calendar. Tour route and opening hours are subject to change.