



# MEALS

## FREQUENTLY ASKED QUESTIONS

### Q: CAN I TAKE LEFTOVER FOOD FROM THE BIRTHDAY ROOM?

**Yes, but we don't recommend it.** We follow all Food Act 2014 and Food Control Plan requirements and take all practicable steps to ensuring safe and suitable food is produced, stored and served from our premises. As part of that, we strongly recommend leftover food remains in the birthday room to be disposed of by our Image Making team.

Our guests are typically here for a long play period, where holding on to the food after a party means the food is out for longer than advisable in conditions not suitable for keeping food fresh, putting them at risk.

If you wish to take leftovers away, you may, but in doing acknowledge that food eaten after a protracted time out of safe storage conditions puts your group at risk of illness, which is not the responsibility of Rainbow's End.

### Q: CAN RAINBOW'S END STORE MY LEFTOVERS FOR ME UNTIL I'M READY TO GO HOME?

**No, for health and safety reasons.** Our food safety standards prohibit the storage of leftover guest food in our commercial kitchens, and we do not have the storage space to store other food items on behalf of guests.

### Q: WHY IS NO EXTERNAL FOOD ALLOWED?

The change to our food policy became necessary due to ongoing issues with guest behaviour. While we have never allowed commercially made food in the Park we found increasing instances where guests were abusing the opportunity by bringing food from other businesses under the guise of bringing home-made food.

Guests were utilising our hospitality condiments and merchandise without paying and taking up seating areas at the expense of paying guests. In some instances guests were bullying and abusive to our staff when wanting to bring in commercial takeaways, or when asked to pay for the condiments they used. Unfortunately as guests became increasingly abusive to staff we decided that a clearer policy was required. To support this decision we have recently made significant changes to improve the range of birthday options to provide good quality, good value food. This policy aligns to other entertainment offerings such as Cinemas, Butterfly Creek, sporting and big events that do not allow outside food in the venue.

If you have a birthday room package, you may bring a birthday cake into the park (this applies to the room package only).

We also have picnic tables outside of the main entrance guests may leave the park to use if they wish to enjoy food from home or other businesses. In those instances we ask that you keep any wristbands or hand stamps intact for re-entry.