

RABBIT HOLE

We take happiness seriously.

While we are operating a little differently, please read the following health & safety measures. We do this to ensure our guests enjoy a safe visit!



Stay Home if Unwell

Stay home if you feel any symptoms of illness. Visit us when you are well again. Please contact us should you need to amend your booking.



Be Updated

Before leaving home, please check our website and social media pages for the latest information.



Book Online, where possible

Please make sure you have made your booking online, where possible to avoid disappointment.



Wear a Mask

As directed by the Victorian Government, everyone aged 12 and above will be required to wear a fitted face mask. If you do not have a mask, we will provide you with one free of charge. If you have an exemption from wearing a mask, you will be required to present this to our staff prior to entry.



Services Victoria App Check-In

All visitors will need to check-in upon arrival for contact tracing purposes. Even if you've been here before, remember to check in each time.

You will be able to register via the Services Victoria app QR code at the entrance. Admission staff will be available to help you register if needed.



Vaccination Certificate

Visitors aged 16+ must be fully vaccinated to enter, unless they have a medical exemption. Upon arrival, please have your proof of COVID-19 vaccination or medical exemption to show a staff member.

Visitors under the age of 16 do not need to be vaccinated provided they are accompanied a fully vaccinated adult. We recommend that teenagers bring ID or proof of age if they look 16 and over, but are in fact under 16.

Other eligible proofs of vaccination include a COVID-19 digital certificate on your smartphone wallet or a paper-copy of your Immunisation History Statement, or an eligible proof of exemption together with photo ID.



Contactless Payment & Menu

Please be ready to make payments using a 'contactless' bank card, rather than cash where possible. Our cafe menu are also online. Please use your phone camera to scan the QR code.



Some Things are on Time-Out

Certain areas may be temporarily closed for safety reasons and to maintain social distancing. Areas include birthday parties, disco and Bakehaus cooking studio.



Pump It Up

We make it compulsory for guests to use hand sanitiser before entering. Hand sanitiser is provided at the entrance and exit – and in several other locations around the centre.

We politely request that all of our guests uphold the highest possible hygiene standards.



Give Some Space

We have installed distance markers in locations where people are likely to gather. Please follow the staff's request and referrals throughout your visit. As a guest of Rabbit Hole, you have a joint responsibility to avoid congestion occurring and thereby reduce the risk of spreading infection.

Keep your distance from all other groups throughout your visit and ensure you are practising social distancing at all times.



Keeping it Clean

We have increased our cleaning and disinfecting routines throughout the day, which seek to disinfect high-frequency touch points with with hospital-grade disinfectants.

Additional cleaning measures are also in place to disinfect equipment and in between sessions. Venue fogging is performed for a second layer of protection.

Frequently Asked Questions

As with everything right now, things are looking a little different so please read the FAQs below. Please visit www.coronavirus.vic.gov.au for the latest information.

Face masks and physical distancing - what are the rules?

As directed by the Victorian Government, wearing a fitted face mask is mandatory for all visitors aged 12+. Masks can be taken off when eating and drinking however please remember to put it back on. Valid exemptions apply and we'll provide you with an exempted sticker so our staff can identify you. We've come a long way in the past few months so let's keep it up!

Is everything open and running as normal?

No, not at this stage. We are excited to see you again but some areas have been temporarily closed for safety reasons. Includes birthday parties, disco and Bakehaus cooking studio

What measures and cleaning standards are you putting in place to keep the public safe?

We have increased our cleaning and disinfecting routines throughout the day, which seek to disinfect high-frequency touch points with with hospital-grade disinfectants as well as perform venue fogging for a second layer of protection.

Hand sanitisers are also provided at the entrance and exit – and in several other locations around the centre for you to clean your hands. Our staff have undertaken COVID Awareness training and are here to help maintain a safe environment.

Is cash accepted at Rabbit Hole?

We encourage people to use digital payment methods where possible, but we will continue to accept cash.

Do I need to use the Services Victoria app when visiting Rabbit Hole?

Yes. As required by the Victorian Government, all visitors will need to register to visit Rabbit Hole upon arrival for contact tracing purposes.

You will be able to register via the Services Victoria app QR code at the entrance. Admission staff will be available to help you register if needed.

What do I need to do to enter the Rabbit Hole?

- Upon arrival at the Rabbit Hole, visitors aged 16+ will be required to show proof of full COVID-19 vaccination or medical exemption
- Use your phone to scan the QR code to check in and enter your details for contact tracing.
- Wear a fitted face mask while you are visiting. Valid exemptions apply.
- Wear socks and sanitise your hands before entering
- Enjoy your visit and always remember to maintain social distancing

Will I need to be vaccinated to visit?

Yes, visitors aged 16 years and over must be fully vaccinated against COVID-19. This is still subject to Public Health considerations of epidemiology at the time. This is a legal requirement under the Health Directions as endorsed by the Chief Health Officer in order to protect the health and safety of Victorians.

How will you be checking if we are vaccinated or not?

The safety and health of our visitors and staff are paramount, we want to ensure we make visiting Rabbit Hole as safe and stress-free as possible. We ask that visitors please have their digital COVID-19 vaccine certificate ready prior to their visit.

This will be checked upon entry, and we thank you in advance for your patience and understanding if this slows your admission into Rabbit Hole.

Other eligible proofs of vaccination include a COVID-19 digital certificate on your smartphone wallet or a paper-copy of your Immunisation History Statement, or an eligible proof of exemption.

If vaccinations are mandatory for entry, but I have a valid exemption for medical reasons, can I still visit?

If you can demonstrate that you have a valid exemption from being vaccinated, for example by providing a medical certificate from an authorised medical practitioner, you will be able to visit us and you will need to present your certificate upon entry.

Why do I need to show proof that I've checked in and proof of vaccination?

Proof of check-in and vaccination is likely to be a requirement for businesses re-opening at the 70% double dose vaccination thresholds outlined in the Roadmap to Deliver the National Plan. The confirmation screen shows a green tick to show that you've checked in, your name and the words 'valid certificate'. Businesses can't keep or store this information. Children over 16 years old must be fully vaccinated to enter venues, except those with medical exemptions. Children under 16 years old do not need to be vaccinated but must be accompanied by fully vaccinated adults.

Will I need to check into Rabbit Hole? Will my children need to check in if they are not vaccinated?

Yes, you will still need to check into Rabbit Hole on arrival by using the Victorian Government QR code service. Children under the age of 16 are not required to check in however they must be accompanied by a fully vaccinated adult. We recommend that teenagers bring ID or proof of age if they look 16 and over, but are in fact under 16.

Additional Terms of Entry due to COVID-19

We will continue to monitor the advice of VIC Health accordingly and update our guidance and Terms of Entry as appropriate.

WHEN VISITING RABBIT HOLE YOU MUST:

- Comply with all current Victorian Government coronavirus (COVID-19) restrictions, as outlined on the Victorian Government coronavirus website;
- Show proof of being fully vaccinated, if aged 16 years and over, or of medical exemption. This is a legal requirement under the Health Directions as endorsed by the Chief Health Officer in order to protect the health and safety of Victorians;
- Obey requests and instructions from our staff;
- Comply with all the signs;
- Retain entry tickets and wristbands and show our staff on request; and
- Be responsible for your own personal property as we will not be responsible for any loss.
- Rabbit Hole reserves the right to refuse entry.

Rabbit Hole reserves the right to deny entry, or issue a direction to leave, to you and members of your party if:

- you are unable to provide adequate evidence of double-dose vaccination or medical exemption
- you, or members of your party, are argumentative, rude or aggressive with Rabbit Hole staff
- you or anyone in your party do not check-in using the Services VIC QR code or the manual check-in alternative (your personal information is collected by the VIC government and used for contact tracing purposes)
- in the opinion of Rabbit Hole staff, you or any member of your party fails to abide by authorised directions of Rabbit Hole staff
- In the opinion of Rabbit Hole staff, any member of your party appears to have symptoms that may place other people at risk or pose a danger to public health.