

FAQ



How do I purchase tickets?

You can purchase tickets online or at front desk. Bookings are essential and we recommend booking in advance to avoid missing out on the class. Please make sure to purchase a general admission ticket as well.

Is it possible to change my session?

If you wish to change the date of your ticket, please notify Rabbit Hole at least 24 hours before the start time of the session. We will do our best to accommodate your needs, but we cannot guarantee that all changes will be accepted.

Can I cancel my ticket?

Unfortunately, tickets are non-refundable. However, if you are unable to attend the workshop session you have booked, we can reschedule you for a later date if possible, or you can transfer your ticket to someone else if you cannot attend.

If I am late to my session, what should I do?

Please let us know if you are running late. We'll do our best to accommodate you. You can reach us at bookings@rabbitholeplaycentre.com.au. Please note that tickets will be forfeited if you are 15 minutes late.

FAQ



When should I arrive for my session?

Check-in will begin 10 minutes before the session starts. Get your tickets at the front entrance and present them to staff at the Bakehaus entrance.

Do I need to complete a waiver?

Please complete the waiver when you check out if you have pre-purchased tickets. If you have purchased tickets over the counter, please sign the printed waiver before the session starts.

Does the workshop have an age restriction?

Our cupcake decorating workshops are open to all ages, although we would recommend that participants in our cupcake decorating workshop be at least 2 years old. We also require the assistance of an adult if the participant is 3 years old and under.

FAQ



I would like to book a workshop for my party group?

If you are hosting or attending a party, it is recommended to book a cupcake workshop after the party finishes. This is to ensure a smooth delivery and running of the event on the day. If you have pre-purchased your ticket, please show your booking QR code at the entrance to check in and get your workshop entry tickets.

What is the capacity for each workshop session?

Each session is limited to 10 tickets due to capacity constraints.

Can I attend the cupcake workshop if I have a special dietary allergy?

Cupcakes contain Gluten (wheat), Egg, and Soy. Made in a Dairy Free & Nut Free facility. Halal & Kosher ingredients.

CHOCOLATE MUD

Sugar, flour, canola oil, egg, water, dark cocoa 5%, thickener (E1422), maltodextrin, raising agents (E500 & E450), colour (E150C), salt, emulsifiers (E481, E471 soy & E475), humectant (E420), natural flavour, preservative (E202)

WHITE CHOCOLATE MUD

Sugar, flour (Wheat), canola oil, egg, water, thickener (E1422), maltodextrin, cocoa butter, raising agents (E500 & E450), salt, emulsifiers (E481, E471 soy & E475), humectant (E420), natural flavour, preservative (E202).