

Birthday Party FAQs

- **Can I change my package choice as the party gets closer?**
 - That's fine! We send out a final party questionnaire 10 days before your event to get the details regarding your event. At this time, you can make any changes you like!
 - You can also add-on food, coffee & tea, or an extra 30 minutes to your event!
 - If you don't have all the answers when you receive the questionnaire, it's ok! You have until 5 days prior to your event to make changes.

- **Is a deposit required to book a Party?**
 - A \$100 NON-REFUNDABLE deposit is required to confirm your reservation.
 - Deposits are non-refundable.
 - If you do need to cancel the party, we will work with you to find another date and time that will work best for you within one year of original party date. Your original deposit will be applied towards your re-scheduled party. Alternatively, you may use the \$100 deposit towards store credit (to purchase play passes or memberships).

- **What if I need to reschedule/cancel my party?**
 - **Advance Notice:** 14 days advance notice is required to reschedule your event from its original date.
 - **Rescheduling:**
 - If you reschedule or cancel your event less than 14 days prior to its original date, your deposit is non-refundable and you may be held financially responsible for the full party package price, if the time slot is not filled after your cancellation. Rescheduling is subject to availability & not guaranteed.

- If you reschedule & host your event within 1 year of the original date, the deposit will apply towards your new party date.
- **Cancel:** Again, if you do need to cancel the party, we will work with you to find another date and time that will work best for you within one year of original party date. Your original deposit will be applied towards your re-scheduled party. Alternatively, you may use the \$100 deposit towards store credit (to purchase play passes or memberships).
- **Do you have high-chairs and booster seats for use?**
 - Yes! We have six high-chairs and several booster seats for you & your guests to utilize.
- **We have a large party. How should we structure food-serving?**
 - We always recommend (for large parties especially) that hosts put all food out on the food counter just before guests arrive. Some guests will arrive hungry, and some will have just eaten, depending on the timing of your event. Allowing guests to graze as they become hungry (or when their little ones need a break from playing!) ensures that all guests will have a seat when they choose to eat and avoids congestion around the serving area.
- **Can we bring our own food & dessert?**
 - Yes! You can bring homemade food, store bought food, and/or outside catering. The only restriction we have is if you are hosting the **** party, you recognize that we are a nut-aware facility, so we do NOT allow any food with nuts of any kind.
- **Can we bring alcohol?**
 - Alcohol is only allowed at your party if there are no children on the premises (wedding showers/baby showers/adult gatherings). PLEASE be responsible and sensible. Per your contract, you are responsible for serving your guests. We are unable to serve alcohol and are not responsible for monitoring

guests' drinking or their behavior. We are not responsible for monitoring underaged drinking.

- **Are there restrictions on the types of decorations we can bring?**
 - Just a couple! Refer to your party contract (which is sent 10 days prior to your event) for details, but the big ones to note are:
 - We don't allow anything to be taped onto the painted walls (non-painted surfaces like counters and windowsills are just fine, though, and we have plenty of those!) and this includes command strips, sticky tac, or ANY adhesive.
 - We do not allow any unnecessary rearranging of furniture or existing wall decor.

- **Do you have a freezer or ice?**
 - Yes, we do. We will provide ice for your party for an additional cost or you can purchase it and keep it in our freezer during your event.

- **When do I pay my balance?**
 - You can pay your final balance on the day of the party before your party starts. You'll be provided with a high-level receipt. If you'd like a detailed receipt you can request one at any time! We accept cash or credit cards. We do NOT accept personal checks. You may tip (optional) in cash or on a credit card.

- **When can I arrive to set-up?**
 - You can arrive 30 minutes before your party begins to set up, and our party assistant(s) can help!

- **Will I have to worry about other parties or customers in the facility during my event?**
 - ALL our parties (except ***) INCLUDE a totally private rental of our entire facility. Yay!

- **Will my guests be required to wear socks?**

- ALL guests entering the play-area will be required to wear socks. If they are not entering the play area, shoes can be left on.
- **Will the coffee bar be open during my party?**
 - YES! Every party is staffed with a counter person and our entire cafe menu will be available to order. There are 2 choices to structure this (please let your host know which you prefer):
 - You can purchase unlimited coffee & tea (\$35) - specialty drinks are not included in this
 - You can have guests pay for their own order if they would like a drink (most common)
- **Can I drop-off my decorations for you to set up before my party?**
 - YES! We love setting up for parties and want you to be able to truly enjoy your child's special day and want to make it as simple as possible. We would be happy to get your decorations started before you arrive. Please make sure your bag/ box is labeled with your last name and date and any specific instructions you may have.
- **Can parents drop their children off at the party?**
 - No. We do NOT currently offer drop-off parties. Caregivers must stay with their children.
- **What is the role of the party assistant?**
 - The party assistants will help you set up and make sure all of the food, drinks, and coffee (if included) is re-filled as needed throughout the party. The assistants will also cut and serve your cake for you and do ALL clean-up after the party including packaging up your food and decor for you!
- **Do your prices include tax or tip?**
 - All parties are subject to 7.5% sales tax in addition to the package price. Tips are always appreciated for excellent service,

never required. You can tip on your credit card or in cash if you wish.

➤ **What assistance do you provide in the party room?**

- A lot! First, the gym is decorated and set up for you with your cake, birthday child's gifts, and other decor (goodie bags, balloons, etc). Our staff will also be there to serve food & drinks, and will take care of cleanup.

➤ **I need to book a larger party, we have more than 22 kids.**

- For Private Parties: we can accommodate up to 35 kids.
- For larger groups (more than 35 kids) please call us to discuss additional fee for more than 35 kids.

➤ **What if I am late for my scheduled party time? What if my Guests are late?**

- We understand that circumstances happen, however, our private parties start at the scheduled event time. To maintain private parties, we are not able to extend or modify your event's schedule.

➤ **Do I need to stay at the party?**

- The party host is required to stay at the party until your last guest departs.

➤ **What is not allowed in the facility?**

- You're welcome to use your own decorations and/or paper products in the party room.
- To preserve the integrity of our party rooms, your decorations are limited to tabletop decor. We do not permit streamers, silly string, confetti, or piñatas.
- But remember, our staff can decorate for you (we will hang streamers, etc) and you may arrive up to 30 minutes before your scheduled party time to decorate.



What if less/more kids show up on the day of the party after I have placed my pizza, balloons or goodie bag order?

- Food & other party resources are ordered/prepped prior to your event based on the details provided by you. We may adjust your Party Package UP, but not down, on the day of the event. You may purchase Goodie Bags, balloons, beverages a la carte at your event, subject to stock on hand. Additional food orders are subject to delivery schedules & fees, and may not be available on the day of your event.