

Frequently Asked Questions

[Save Time and Sign our Waiver Online Before you Visit](#)

What are your open-play hours?

Our hours may change seasonally, so be sure to visit our [hours page](#) for the most up-to-date open-play hours. If we are not open for open-play, check our events calendar, we may have something else happening! Be sure to register for events in advance.

How much do I pay to play?

We charge \$10 plus tax per child, beginning at 6 months of age. Children under 1 are free WITH a paid sibling. Adults are always free during open-play hours! Each play pass includes re-entry for the entire day. We have plenty for even very young babies to do, even if they're not yet crawling! Visit the photos on our play area page to see all there is to do!

I have multiple children, do I have to pay the same rate for all of them?

You don't need to! We have discounted rates for families with more than one child if you purchase a package. Our passes go up to 3 children- if you have more, please call for special pricing. Remember, adults are always FREE!

I like the idea of the parents lounge, but what if I want to use the play area with my child?

That's great! We encourage parents to play with their child as much as they like, and offer full (socks-only) access to the play area. We have café seating right outside of our play area for parents whose children prefer they stay close. We also have seating inside of our crawlers area. If your child is more independent, enjoy our comfy parents lounge where you'll still enjoy full view of the play area!

At what age do you start charging children to play?

Our rule is if your child is playing, we ask you to pay for them to do so. Children under 1 are free with a paid sibling- otherwise we begin charging at 6 months. Our facility has play areas for all ages, with specific areas geared towards babies and young toddlers.

I have an infant, do we pay to play as well?

If your infant will be using our play area (our sectioned-off crawler area recommended age is 6 months and up, but will have some toys for the younger babies to use as well!) we'll ask you to purchase a play pass for them. If they are tagging along while big brother or sister plays and the

infant won't be playing, they can hang with their caregiver for free. We welcome and encourage baby-wearing here!

Will kids or parents have to take off their shoes?

In our café and parents lounge, please feel free to wear your shoes. Outside of our play area we have a convenient coat rack and cubbies for shoes. Our play area is strictly **SOCKS ONLY**. No shoes, no bare feet! If you forget your socks, don't worry! We have socks to purchase and keep for adults and children for \$2 per pair. For our guests who must wear their shoes for sensory or medical reasons, we have shoe covers available. We allow car seats and baby carriers in the play area but do NOT permit strollers. Feel free to leave strollers in the vestibule or by the coat racks and cubbies.

Can we bring in our own snacks or food?

No. We will have wholesome snacks and finger foods available for purchase (until they're gone!). We do allow families to bring their own water bottles, but ask that all other beverages (other than bottles and such, of course!) consumed at our facility be purchased in our café. We will have complimentary ice or hot water, and warm water for safely warming bottles. Just ask! While we are not a nut-free facility, we ask that you DO NOT bring in any food or drink with nuts or traces of nuts for the safety of our other guests, and please wash hands before playing. You may also NOT bring in a birthday cake or cupcakes during open-play hours.

Is the play pass Good for the day?

Yes, once you purchase a play-pass, you can stay and play as long as you like, during open-play hours. ALSO INCLUDED is same day re-entry, because we understand that many little ones can only enjoy play in shorter intervals.

My child has allergies and/or food Sensitivities. What will you have for us?

We are working with local vendors to provide as many options as possible, including for those with allergies. In order to ensure we can accommodate you, please call at least 24 hours prior to your visit and we'll do our best to make it happen! We will pay attention to frequently requested items, and have them more readily available if needed. Please visit our [cafe](#) page for our allergy-friendly menu.

I'm breastfeeding, will you have accommodations for me?

We encourage you to feed your child wherever and however you feel comfortable, but please ask if you'd like more privacy.

Can I use my friends membership card, or give mine to a friend to use ?

No. Memberships MUST be used within an immediate family ONLY. You may not allow other families to use your passes at any time, even if they are visiting with you. They will need to fill out their own agreement and purchase whichever pass they like.

Do you accept Cash & Cards?

Yes, we accept cash and all major cards including American Express. We do not accept personal checks and we are NOT able to accept bills over \$20 at any time.

Can I have my child's birthday party during normal business hours at the cafe without going through the booking process?

No. We do not allow parties (not hosted by KFG) of any kind during our normal business hours. Doing so may result in you being asked to leave. If you are bringing your child on their birthday, please instead consider our affordable options (starting at just \$25) for making your child still feel like the star of the day! We can display a personalized birthday message on our TVs, and even have a balloon and a treat waiting for them! Learn more and reserve your child's birth-date [here!](#)

[Make your child our special guest of the day!](#)

Does your facility enforce a play-area capacity?

Yes! We make sure the play area is as comfortable as possible at all times. Our play-area capacity is 20 children. If we are on a wait, we will allow families to wait in the cafe-area until a family leaves. Please ask for coloring books or other activities to use if you have to wait!

Can you pay for classes or events at the door?

All classes and events require online registration. Please see our [events page](#) for more details and registration information. This helps us plan ahead and make sure our events do not get too crowded!