

## **Birthday Party: Frequently Asked Questions**

### **Q-How do I book a birthday party?**

A-Please call our facility or click on the party inquiry button on our website's birthday page. We will be happy to check available dates and make a reservation for you. A reservation will require a \$50 deposit which can be put on any major credit card.

### **Q-What if I book a party and then find some of our friends are not yet comfortable allowing their kids to participate in activities?**

During this period of Covid Restrictions we understand that some of your invited guests may not be ready to participate in activities. If you find that to be the case, we will refund your deposit if we are made aware of this 3 days before your party. However, a deposit will be forfeited if we are not made aware of cancellations within this stated time frame or if online waivers/party roster are not completed the day before your scheduled party

### **Q-Are there any specific Covid restrictions that we will be asked to follow?**

A-Yes, we ask that you do not enter our facility if you feel unwell or have had a fever in the last two weeks. We will also ask that your party guests use hand sanitizer when they arrive. Also, at this time masks are mandatory for all guests.

### **Q-Are my guests' parents allowed to stay at the facility to watch the party?**

A-Since we are under Covid restrictions we are asking that all party guests be dropped off. Parents are asked to stay in their car or return at the end of the party to pick up their child. Of course, the parent of the birthday child is ok to stay.

### **Q-Is it ok for my child to choose any of the sport options that are listed on your website?**

A-We do have many different offerings, but we will guide you towards sport options that we feel your child and his or her guests will have the most fun playing based on their age.

### **Q-Are we allowed to bring snacks & drinks onto our field/court?**

A-No outside food or drink is allowed into the facility. During this time of Covid restrictions we are not allowed to have pizza/cake after the activities are complete. Every guest will receive bottled water at the beginning of the party.

### **Q-What time should I arrive for my scheduled birthday party?**

A-We ask that the birthday party child and his or her parents arrive 10 minutes prior to the start of their party. That will allow time to meet your birthday party coordinator and be able to welcome your guests upon arrival.

### **Q-Are waivers needed for birthday party participants?**

A-Yes. Waivers & completed party rosters are MANDATORY. Every participant will need to fill out a waiver and add themselves to the guest of honor's online party roster. Waivers will need to be completed and guests added to your party roster the week prior to your party. Parents attending the party need to have a completed waiver as well.

### **Q-When do I give you my final head count for the party?**

A-During Covid restrictions we are limiting our max party to 10 guests. This breaks down to the guest of honor plus 9 friends. All party packages are based on 10 participants.

### **Q-Is it possible to add the arcade or inflatable package on to my birthday party package when I confirm our party head count?**

A-Unfortunately, both arcade and inflatable package add ons are temporarily suspended due to Covid restrictions.

### **Q-Do I need to stop by the front desk to pay for my party or can you just use my credit card information from when I originally booked?**

A-We do not keep credit card information on file, so we ask that you come by the front desk at the conclusion of your party to pay the remaining balance less your original deposit. Payment needs to be either cash or credit card. (no personal checks please)

### **Q-Is it ok to tip my birthday party coordinator?**

Although not required, a cash gratuity (not a credit card charge) for your party coordinator for a job well done is always appreciated.