



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

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

A-Please call our facility and we will be happy to check available dates and make a reservation for you. A reservation will require a non refundable \$50 deposit which can be put on any major credit card, with the exception of american express.

### **Q-Is it ok to email a date request for party directly from your website?**

A-Yes, an email request is fine. Please be aware that we will do our best to respond within 1-2 days of your request. If you need immediate assistance please feel free to call our facility direct and our manager on duty will be happy to assist you. Please see party contact email link at bottom of birthday party page.

### **Q- Is it ok if I bring in my own decorations and theme tablecloths? Junior loves Superman.**

A- Each room has generic "Happy Birthday" signs, decorations,tablecloths and plates. If you prefer to bring themed plates, tablecloths etc in you will be allowed to decorate while the kids are on the field the first hour of the party with their FK supervisor. Please note nothing can be taped to the walls.

### **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 into our party room?**

A-No outside food or drink is allowed into the facility other than your birthday cake & hoodies(optional). Each participating child at the party will receive a slice of pizza and a 20 oz drink. If you would like more than 1 slice per child, or have parents/family that may be attending, we would be happy to put an order in for extra pizzas. That order can be given to us when we call to confirm your final head count a few days before your 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 15 minutes prior to the start of their party. That will allow time to meet your birthday party coordinator and set your cake up in the party room before your guests arrive.

### **Q-Will extra pizza be available for me to purchase at my birthday party?**

A-All pizza must be ordered ahead of time, at least 1-2 days in advance of your party. We can take that order for you when we call to confirm the number of guests attending.

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

A-For planning purposes we take an estimated head count when you book your birthday party, a final headcount is needed when we call to confirm a few days before your actual party. We will order food based on your final headcount.

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

A-Yes, we will ask you when we call to confirm your party head count if you would like to add one of our arcade token packages to your party.

### **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 Amex or 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.