

## Frequently Asked Questions

### General Questions:

- **Can we have the Conference Room/the room next to the pool?:** It depends upon availability and if you have 10 party kids or less. **The conference room will not be booked for parties larger than 10 kids.** Larger parties will be held in the Multipurpose Rooms.
- **Can we bring in outside food?:** We do not allow any outside food, except for your birthday treats, with the exception of someone in need of an allergy free food choice, brought only for them.
- **Do you have a place to store ice cream/frozen treats?:** Yes, you can give it to the Front Desk and they will put it in the Freezer in our Registration Office. You will need to ask them to retrieve it for you as well.
- **Can we bring candles?:** No, we do not allow any flames inside the building.
- **How far in advance do I need to book my party?:** We require at least a one-week minimum advance notice. Please also allow for at least one extra day for the Party Coordinator to return your call, if they are not in office at the time of your call. Two weeks is recommended for parties involving the Rockwall. If you are looking to have a Friday or Saturday party, two to three weeks in advance is the safest bet for availability.
- **Can I book my party online?:** Unfortunately, no. There are a lot of moving parts, and you must book with the Party Coordinator. If they are not in office at the time of your call, and you wish to receive a call back, you must leave a message.
- **Do the party favors come in a bag?:** No, the favors do not come in a bag. Each child will receive 2 party favors, which will be laid out on the tables.
- **Is there a deposit?:** Yes, there is a \$50 deposit. This is paid for upon booking, along with your package fee. The deposit will be refunded within two weeks after your party, if the room was not damaged and you were checked out on time. Your deposit will be returned to the card that was paid with. If you cancel your party and do not reschedule for another day or time, your deposit will not be eligible for the refund. \*You must clean up and check out with the Front Desk to receive it.\*
- **Can we swim before our party time?:** Unfortunately, no. Wristbands will not be given out until your party time.
- **Can we continue to swim after checking out?:** Yes, you are welcome to continue swimming until the pool closes if you wish. Your items may not be left in the room, but you can take them to the pool, your car, or put them in a locker.
- **Can we receive a refund for unused wristbands?:** We do not provide refunds for unused wristbands. The wristbands the package comes with is just a part of the package fee. We also do not provide refunds for any extra wristbands purchased for extra guests. This is why we recommend not paying for them until the extra guest has arrived.
- **What is required to climb the Rockwall?:** For parties involving the Rockwall, participants cannot climb wet or in swimsuits. Participants must have closed-toed shoes and weigh at least 40 lbs.

## Extra guests/food/decoration

- **If I let you know upon booking that I will have extra guests, will the room be set up to include those extra guests?:** There will be enough tables and chairs for the estimated number you are bringing, but there will **not** be more than the 10 wristbands and 10 party favors the package comes with, in the room. Extra guest must be taken care of at the Front Desk.
- **What is the price of an extra guest?:** Any extra guest participating in the activity (swimming or Rockwall) and/or receiving a party favor, will be \$4. Any guest not participating or receiving a party favor does not need to be paid for. Extra guests must be paid for at the Front Desk.
- **Can we keep a running tab at the Desk for extra people? :** The Front Desk does not do running tallies. You will need to pay for extra guests as you go or wait until everyone arrives and pay for the extras at the same time. Extra wristbands will not be given out for party guests until they have been paid for.
- **How many guests can I bring?:** Every party is capped at 20 kids total (10 extra child guests). No exceptions. Adults are not capped, but you must keep in mind that each of our rooms have a room capacity, and the food court may not be able to keep up with your pizza needs (and their other duties) if your adults are having the pizza too.
- **Can we purchase extra pizza and drinks?:** Yes, you can order more with the Party Coordinator at the time of booking, or you can order more the day of your party at the Food Court. The Party Coordinator will add no more than 4 extra pizzas, (6 total) to your booking.
- **Can I bring extra decorations/party favors?:** Yes, but nothing can be hung/attached to the walls or ceiling. All decorations brought in by you, must be set up by you.

## Arrival/checking in

- **Can I check in before my room time/check in early?:** The Front Desk will check you in **no more** than 5 minutes prior to your room time. No exceptions. If you need decorating time, you will need to purchase more room time (during booking and based upon availability), or you will need to tell your guests to come a little later.
- **How do I check in?:** The party host (person who booked the party) will need to visit the Front Desk, and a staff member will unlock the room for you and give you the party information and check out instructions.

## Check out/clean up

- **Do I have to check out?:** Yes. You will need to visit the Front Desk and let them know you are finished cleaning, and a staff member will come and check you out, and have you sign the form to receive your deposit back.
- **Am I required to clean?:** Yes, part of the Party Agreements and the requirements to receive your deposit back is doing some basic cleaning. Vacuum or sweep the room, and wipe down the tables, counters, and chairs if necessary, and all trash in the garbage can. The Front Desk will provide the cleaning supplies for you.
- **Is cleaning up a part of my room time?:** Yes, this is a part of the two hours in the room. The room must be cleaned and items removed by your check out time.