

FAQ About Party/Event

- 1) When do you need to know final count of how many kids will be attending?
 - a. You can let us know 3 days before the party. We will adjust the costs accordingly.
- 2) Who provides the paper plates, napkins, utensils?
 - a. We provide all the paper goods. However if you want to bring table covers and use your own theme, you can certainly do that.
- 3) What else do you provide?
 - a. We provide bottled water, slushies, and ice cream (when machine is operating).
- 4) Can we play music in the Party Room?
 - a. Of course!
 - b. We have bright silver disco balls hanging from the ceiling and also have disco lights and black/white strobe light available for use if you desire.
- 5) Can we decorate the area with balloons and other items?
 - a. Yes
- 6) Can we bring food and drinks to the party?
 - a. Yes. We also have a refrigerator in case you need something chilled. NO adult beverages!
- 7) Can we light candles in the party room?
 - a. No.
- 8) Can parents go inside the gym to watch the kids?
 - a. No. They can watch from viewing area inside or from the outside roll up doors. However, if you have children under 2 attending the party inside the gym, then a parent must be with them at all times.
- 9) If I have to cancel, can I get a refund?
 - a. Yes, you will receive 100% refund as long as we have at least one week notice.
- 10) How do I pay for the party/event?
 - a. When the party is over, we will load your account with the final amount due. You can pay then or give us approval to charge your card on file.
- 11) Do we tip the party coaches?
 - a. Not expected, but if you are pleased with their party enthusiasm, who doesn't like a tip!
- 12) When do we need to be out of the party room?
 - a. The timeline of activities is listed in the chart. If your party started at 3:30p, then you would need to be packed up and out of the party room no later than 5:15p.
 - b. It is very important to adhere to the timeframes so that we can quickly clean the room and get the next party set up.