



## **Birthday Party FAQs**

**1) What if I want to change my package choice or add-ons as the party gets closer?**

That's fine! You have up to 7 days prior to your event to make any package/add-on changes. Changes/additions within ONE WEEK of party date incur a \$25 fee.

**2) Can I bring in my own food/drink or decor?**

NO>> PARTY LITE is held during open to the public play session and as such the **ONLY** allowable food or drink is birthday cake.

YES! >>With SMALL TOWN/SUBURBS/METROPOLIS party packages you may bring in additional food/drink/decorations (**NO ALCOHOL**). We ask that all food stay in the cafe area and is not allowed in the play space.

**3) Can I save money by taking things OFF that are included in my package?**

No. You are more than welcome to ask for package items to **not** be included, but there is no cost adjustment.

**4) Can I add on more food?**

Yes! We can add on additional food that comes with the package or are happy to work with you to add items not listed. Availability and pricing may vary.

**5) Is a balloon garland included in my package?**

The Metropolis package includes an 8 foot garland to match your theme, or you may add an 8 or 16 foot for an additional cost.

**6) Do you have any characters that could come to our party?**

Yes! Depending on availability, we have: Blippi, Jasmine, Belle, Ariel, Anna, Elsa, Spiderman, Power Ranger, Pikachu, Mirabel, Moana, Elf on the Shelf, Buzz Lightyear, Mr. and Mrs. Mouse, Pooh Bear, Marshall or more come to your child's birthday party! Specialty character appearances are 30 minutes in length.

\*inquire about a different character if desired\*

**7) Can I add the 30 extra minutes?**

Depending on when you are scheduling and which party you have chosen! Please email [parties@tinyplaycafe.com](mailto:parties@tinyplaycafe.com) **immediately after booking** to inquire about additional time. Last party of the day can be extended and Sunday morning parties can generally be moved up but middle of the day parties don't have appropriate time to accommodate extra time.

**8) Can I bring in my own garland?**

Yes! However, keep in mind garlands are difficult to transport without a large vehicle and much care. We will not blow up balloons or put together balloons for a garland without adding the \$80 garland fee. Garlands take TIME and it is generally much easier to add them on to your package to have already made than it is to try to make and transport without disaster.

**9) The party times available don't work for our family-are there options to move/change the time?**

Sometimes. Weeknight parties including Friday can be shifted from the 3:30-5:30 pm listed anywhere from 4-6pm or 6-8pm, however Saturday and Sundays are generally packed back-to-back, so please inquire with [parties@tinyplaycafe.com](mailto:parties@tinyplaycafe.com) to see about changing your party's timing.

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**10) I have a lot of decorations, will you help set them up?**

Yes. We have one party host that will help you prepare for your party, however, there are only 30 minutes allotted for decorating. You are more than welcome to drop off decor prior to your party (with name and party date attached) so we can get a headstart for you-or book a Metropolis and we will do all of the decorating!

**11) What do I do at the end of our party time?**

Pay final invoice/gratuity, take what you would like to keep and leave the mess to us!

**12) Do you have high chairs for use?**

Yes! We have two high chairs for you and your guests to utilize.

**13) How should we structure food serving?**

Most of the time we structure food to be served at the last thirty minutes of a party (i.e. 1:30-3 Play & 3-3:30 Eat, Cake, Gifts). However, you are welcome to eat at any time during the party. We ask that hands be washed before entering playspace and that cake is reserved for the last 30 minutes, at which time the playspace will close for the remainder of the party.

**14) Are there restrictions on the types of decorations we can bring?**

Just a few! Refer to your party contract (form attached to booking) for details, but the big ones are:

1. We don't allow anything to be adhered onto painted walls (non-painted surfaces like countertops/mirrors, windows are fine). We have hooks at 7 feet apart and a curtain rod for backgrounds or garlands to hang.
2. Pinatas are not allowed

**15) Do you have a freezer or ice?**

Yes, we have a freezer as well as a limited supply of ice available for use.

**16) When can I arrive to set up?**

You can arrive 30 minutes before your party begins to set up, and our party assistant will help! If you have a large amount of decorations, please contact the cafe to drop off prior to your party so we can begin setting up a little early to give plenty of time.

**17) Will I have to worry about other parties or customers in the facility during my event?**

Most of our event rentals are completely PRIVATE! You and your guests will have the entire facility for your party.

\*Note: Party lite option is a new package that occurs **during** Saturday/Sunday open play and the facility will be open to the public during that time

**18) If we decide to cancel for any reason, will we get our deposit back?**

Unfortunately, your deposit is non-refundable. You are welcome to reschedule your date if your date no longer works due to change of plans, etc. However, any cancellation/reschedule within two weeks of the party shall result in an additional \$50 cancellation/reschedule fee, **on top of the party deposit.**

**19) There may/will be additional children than my package allows, how is that handled?**

Party Lite does NOT allow more than 8 children to accompany the party, due to the public nature of the open play session we can only reserve 8 spots for children. If you will have more than 8 please see our private rental packages.

We have seating at the birthday table for up to 25 children. If you are expecting more children than your party allows please let us know, this is especially

important for Metropolis/themed decor packages. Additional children are \$10/each and are added onto the final party invoice. We count the children sitting **at the birthday table with birthday child** in the final head count.