

# The Party House FAQ

? How do I schedule a party?

It's easy! Just give us a call and we'd be happy to reserve your special day and time!

? Is a deposit required?

A \$100 non-refundable deposit is required to reserve your party. The balance is due and payable before your party.

? What time should my guests and I arrive at the party?

We ask that you and your guests arrive 15 minutes prior to your scheduled party to allow time for check in.

? Do I need to stay at the party?

The party host is required to stay at the party. Other adults are also welcome to stay and enjoy the fun!

? Is each guest, including adults, required to have a completed/signed waiver?

For insurance purposes, **all** guests **must** have a waiver completed and signed by a parent/guardian. For your convenience, family members aged 17 years or younger may be included on the same waiver.

? Are socks required?

For guest safety and enjoyment, socks are required to play on the inflatables.

? Will The Party House provide supervision in the play arena(s)?

Our fun and friendly staff will provide supervision in the inflatable arena(s) so you can relax and enjoy the party!

? Can a guest play while wearing a cast?

In the interest of safety, any guest wearing a cast or other motion limiting medical device (splint, sling, or brace) will not be permitted to participate on the inflatables.

? Can I spend more than the designated play time in the inflatable arena?

We're sorry, but we cannot extend your play time in the inflatable arena(s).

? Can we start the party in the party room?

Because we've found that full tummies and bouncing don't mix, our parties begin in the inflatable arena(s).

? Once in the party room, can guests re-enter the play arena(s)?

We're sorry, but guests may not re-enter the inflatable arena(s).

? Will there be a The Party House staff member available to assist me in the party room?

Yes - a staff member will be available to assist you in the party room.

? Can I use my own decorations and/or paper products in the party room?

You're welcome to use your own decorations and/or paper products in the party room. To preserve the integrity of our party rooms, we do not permit wall or ceiling decorations, streamers, silly string, confetti, or piñatas.

? Do you provide party room set up and clean up?

Absolutely! We will set up the party room just the way you want it and clean up afterwards.

? When should I order pizza, beverages, goodie bags, balloons, & other options?

We'll call you prior to your party to confirm your guest count. At that time, you'll have an opportunity to order pizza, beverages, goodie bags, balloons, and other party options if you haven't already. Because grown-ups love pizza too, we have whole pizzas available just for them.

? How many slices are in a pizza?

There are 8 slices in a medium pizza. There are 12 slices in a large pizza. There are 16 slices in an x-large pizza.

? What is the price of additional adult pizza?

Two Topping X-Large:\$20.00 Multi Topping Medium:\$15.00 Multi Topping Large:\$19.00 Multi Topping X-Large:\$22.00

? Can I bring food to my party?

You may bring cake, cupcakes to your party. We're sorry, but no other outside food is permitted.

? Can I bring in my own drinks?

For your convenience, we have a variety of beverages available for purchase. We're sorry, but you may not bring your own beverages to the party. For your safety and enjoyment, food and/or beverages are not permitted in the inflatable arena(s).

? Can I bring my own goodie bags and/or balloons?

If you are not purchasing our fun goodie bags you are welcome to bring your own. You may also bring in your own balloons. We'd be happy to inflate your balloons for \$.75 each.

? Are there any additional items I need to bring to the party?

If you will be bringing a cake, please bring a serving knife, candles, and a lighter (no matches please). For your convenience, we also have cameras and socks available for purchase.

? What if I need to reschedule my party?

To avoid additional charges, we require at least 10 business days advance notice if you need to cancel or reschedule your party. If you cancel or reschedule your party within 5 business days of your party date, you will be responsible for 50% of the total party price. If you cancel or reschedule your party within 2 days of your party date, you will be responsible for 100% of the total party price. **Remember that your deposit is non-refundable (sorry-no exceptions).**

We look forward to celebrating with you and your friends! If you have additional questions, please don't hesitate to call us at 510-695-6411.