

# Party Client Policies and Procedures



*A Beach Cities Health District Program*

- The AdventurePlex party package includes: invitations prepared and sent out for you, private party room, party host, food and beverages for children, themed cake, decorations, balloons, goody bags, Adventure Room play and thank you notes prepared and sent out for you after the party. Additional activities are available for an additional fee. Upgrades are subject to availability.
- Themes are limited to our provided theme list. Any special theme requests are subject to a \$15 fee.
- Invitations and thank you cards are included in the party package. Basic packages include a maximum of 25 invitations and thank you cards. Party-and-a-half packages include a maximum of 50 invitations and thank you cards. Additional invitations and thank you cards are available for 50 cents each.
- All parties are two hours in length and have exclusive use of the party room for the time scheduled. No entry to party facilities until 10 minutes before the scheduled party. Each party has access to the Adventure Room throughout the duration of the party. However, the Adventure Room is still open to the public and not reserved solely for party use during this time. A 15-minute grace period will be allowed for guest departure. Guests who exceed this time limit are required to pay discounted general admission fees of \$7 per child for children ages 3 and older and \$3.50 for children ages 2 and younger.
- The party host is responsible for greeting the guests, setting up and taking down decorations, serving food, drinks and cake to the children and keeping the birthday party on schedule. The party host will gather the group and make announcements as needed, help bring gifts to the car, distribute goody bags and process the final payment.
- All children must wear socks in the Play Structure and tennis shoes in the rest of the facility.
- The Rock Wall upgrade is available for children ages 5 and older. All users must have a liability waiver signed by their parent/guardian and wear tennis shoes. The Rock Wall is still open to the public and not reserved solely for party use during this time.
- Goody bags are generic to AdventurePlex and do not reflect the party theme chosen. Goody bags consist of an AdventurePlex plastic bag, noisemaker, bouncy ball, maze and a variety of small toys. Goody bag contents are subject to change.
- Package pricing is as follows:
  - Friday – Sunday: \$500 for 12 children + \$15 for each additional child
  - Party-and-a-half: \$750 for 21 children + \$15 for each additional child

Monday – Thursday: \$450 for 12 children + \$15 for each additional child

Party-and-a-half: \$675 for 21 children + \$15 for each additional child

- **Total balance is payable on the party date**, with a final head count to be given one week before the party. Fees may be paid with cash, check, Visa, MasterCard, Discover or AdventurePlex gift certificates. There will be a \$15 fee for any returned checks. Any additional fees incurred at the time of the party must be paid on the day of the event. Gratuity is not included in the price of the birthday party and is optional. Gratuity cannot be charged to a credit card.
- Children ages 3 to 15 will be charged as an additional child. Children 2 and younger who attend the party and are able to play in the Play Structure will be charged \$5 each and will not receive a goody bag. Infants who remain in a carrier/stroller will not be charged.
- Attendees are not to exceed the fire code capacity in party rooms at any time: no more than 20 children in each party room, no more than 40 children in both rooms and no more than 30 children on the patio.
- Adult food is available at an extra charge. AdventurePlex is not responsible for any food allergies. We will attempt to accommodate special dietary requests with a written notice one week before the party.
- AdventurePlex is not responsible for lost cards or gifts client chooses to open on the premises.
- No outside food, beverage, decorations, piñatas, goody bags, glitter or outside entertainment is permitted without prior permission from AdventurePlex management.
- AdventurePlex staff reserves the right to suspend any individual or group whose behavior is abusive or destructive or who violates any AdventurePlex rules and/or regulations.
- Smoking and alcohol is not permitted on or near AdventurePlex property at any time.
- **Cancellation and refund policies:**
  - Cancellation one month before the party, full deposit refunded (i.e., for a party booked on March 15, you would need to cancel by February 14 to receive a full refund)
  - Cancellation two weeks to one month before the party, the deposit and/or options fee is forfeited
  - Cancellation within two weeks before the party, the full party fee is forfeited
  - Party downgrades (from a party-and-a-half to a basic) or option cancellations must be made one month in advance to avoid a penalty. Downgrades/cancellations made within one month of party date will incur a \$100 penalty.
  - Upgrades are subject to availability. Any parties exceeding the capacity will be subject to a \$250 penalty fee.
  - Changing the party date or time is subject to availability. All changes will incur a \$15 fee and must be made at least two weeks before the original party date. All changes within two weeks of the party date will incur a \$30 fee.

• **Client will be responsible for:**

- Contacting AdventurePlex with all required information by the pre-established deadlines
- Damage, loss, accidents or injuries to persons or property resulting from use of AdventurePlex property
- Supervision and control of persons in attendance
- Damage to furniture, fixtures or any part of facility
- Lost or stolen items left unattended in the party rooms
- Keeping track of RSVP list

I certify that I have read and understand the above policies and procedures, and I hereby agree to abide by them. Please sign this form and return it to AdventurePlex at least two weeks before the date of your event.

Client signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print name: \_\_\_\_\_ Date of party: \_\_\_\_\_