

Birthday Party FAQ

Booking

How far in advance can I book a birthday party?

Bookings can be done at least 6 months in advance. For last minute bookings, we require at least a two week notice. We do not accept day of bookings.

What do I need to do to book a party?

Contact the Sales Coordinator. A contract will be sent to you via email. To reserve a date, the contract must be signed and returned, along with a non-refundable deposit of \$150. The \$150 will be put towards the party package price.

Do I need to make an appointment to tour the facility?

Yes, appointments are required. We will not be able to accommodate any walk-ins and do not offer tours on the weekends. Please contact the Sales Coordinator to schedule a birthday tour.

Packages

Are food, beverages and cake included in the party package?

No, the party package does not include any food or drinks. So you are welcome to bring your own food, non-alcoholic beverages, and cake. We are a nut free facility for allergy purposes. We have a preferred vendor list for suggestions, but you are not limited to it. Pretend City party staff members are not able to handle any food that is not packaged.

Can we bring our food into the museum after the use of the party room?

No birthday food is allowed out on the museum floor. Everything must be loaded back to your vehicle at the end of your party.

Do you offer Themed birthday parties?

Yes, we do offer themed party packages which corresponds to the exhibits we have at the museum. Our themed packages still take place in the private party room. However, you are more than welcome to bring in your own themed party.

What's the difference between the Standard package and the Themed packages?

Our themed packages are more inclusive with additional amenities. Our standard package does not include any of our amenities. However, you may add them to the standard package to customize your needs.

Do you offer any other party packages?

For larger parties, we do offer bigger packages. We have a Double party package for \$770, which includes 60 guests for 3 hours in the private party room. We also have a Traveling Exhibit package for \$1000, which includes 80 guests for 3 hours in the private room. Please inquiry for more information.

Do you offer smaller birthday packages?

No, unfortunately at this time we do not offer smaller birthday packages.

What color is the tableware if I added it to the party package?

The colors would be of your choice. We usually ask for at least two colors. All tableware will be of solid colors with plastic table covers, paper plates, and plastic utensils.

What is a staff assisted craft activity?

A staff assisted craft activity is an amenity that can be added on to the standard party package. We offer 3 activities for you to choose from and provide all the materials needed. It is \$3 per activity, per child. The party hosts are onsite for any assistance. All our activities take place during the time in the party room.

Guest Count

When do I need to finalize my guest count and pay my final balance?

Final guest count will be due the week of your party. The Sales Coordinator will contact you via email as a reminder. Final payment will be due on the day of, or prior if preferred.

Can guests arrive early to play in the museum first, prior to the party start time in the room?

No, we do not allow early play time. We found it difficult to gather all party guests back into the room once they have been playing out on the floor. So we want to get everything done in the room first, then your guest will be able to play freely afterwards and not worry about having to come back to the room for any reason.

What if less guests show up than what is included in the party package?

If less than 30 guests attend your party, we do not do any price adjustments so the total party package price is still due.

What if more guests show up than what is included in the party package?

Additional guests will be \$10 each. Since it is common that guest counts do fluctuate, we will do a final count on the day of and only charge you for any additional guests who actually show up.

Party Rooms

What is the maximum guest capacity of the each room?

Community Room 1 has a maximum capacity of 45 guests. Community Room 2 has a maximum capacity of 65 guests.

Do I get to choose what room I will be in?

No, it is the discretion of the Sales Coordinator to decide which room your party will be in. Room placement is based on final guest counts. Specific rooms are not guaranteed.

What if I have more guests than the room can accommodate?

Then we can offer our Traveling Exhibit party package which is a bigger room which can hold up to 100 guests.

Are there allotted setup and cleanup times?

Yes, you may arrive 30 minutes prior to the party start time for setup. And you will be given 30 minutes after the party ends for cleanup. Additional time cannot be given since we have parties scheduled before and after.

Can I have more time in the room?

We only offer additional time at our 2pm time slot. Due to the way we book our parties, the way cannot add extra time to any of our other time slots. It's \$50 for each additional 30 minutes. Another option for more time in the room is our Double party package.

What type of decorations are allowed and not allowed?

Balloons, candles (other than on the birthday cake), glitter, and confetti are not permitted. Décor cannot be hung from the ceilings. We allow any decorations you would like to put up on the wall with tape is acceptable, like banners, posters, streamers, and so on. You can bring in any centerpieces for the tables as well.

What is the size of the tables and how many tables will be in the party room?

All tables are 6 foot rectangular tables. There will be 6-7 total tables depending upon on the room.

Is seating provided for all guests in attendance?

Our first priority is for the children so we set the tables in the room for the child guests. We do put additional chairs around the perimeter of the room based on space and availability for those adult guests that would prefer to sit rather than stand.