



Birthday Party FAQ

COVID-19

How does Pretend City keep birthday parties safe?

Pretend City has altered its birthday party format to only host one party at a time. This allows us to provide plenty of space for social distancing and to spend more time serving your group and keeping the space clean.

How will the room be set up?

Pretend City staff will set up our community room with tables spread 6 feet apart. The layout of the tables can be adjusted on the day of to accommodate your group best.

Are there any special rules at Pretend City?

In accordance with the state mandates, Pretend City is requiring masks to be worn while on the floor of the museum. Masks can be removed while in your party room and eating.

BOOKING

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

What is the Standard Party Package?

Our standard party package is our most basic package. This package includes 1 hour in one of our private party rooms with tables and chairs, admission for 24 guests, and assistance from our party host staff. This package does not include decorations or food.

What is the Double Party Package?

The double package is a package in which you essentially book two party slot times. This includes 3 hours in one of our private party rooms with tables and chairs, admission for 24 guests, and assistance from our party host staff. This package does not include decorations or food.



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 smaller birthday packages?

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

What are the decorations if I upgrade my party package?

Decorations include a multi-colored dessert table backdrop, multi-colored hanging decorations, multi-colored centerpieces, and tableware with your selection of two colors (tablecloths, plates, cups, napkins, and silverware).

What is a staff assisted craft activity?

The staff assisted craft activity is an activity that children can do during the time in the party room. The activity includes the child's selection of a top hat or construction hat with stickers, ribbons, and jewels to decorate. Activities

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, after a final count has been conducted.

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. The only time slot where playtime is permitted before the time in the party room is the 4pm slot, for which guests are allowed to arrive as early as 2pm.

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

If less than 30 (standard) 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 are actually in attendance.

PARTY ROOMS

What is the maximum guest capacity of each room?

Please contact us if you plan on having more than 30 guests.

Are there allotted setup and cleanup times?

There is 30 minutes before and 30 minutes after the time in the party room allotted for setup and cleanup.

Can I have more time in the room?

Pretend City offers double birthday packages that allow three hours of time in the party room.



What type of decorations are allowed and not allowed?

Latex balloons, candles (other than on the birthday cake), glitter, and confetti are not permitted. Décor cannot be hung from the ceilings. Decorations are allowed to be hung from the walls, so long as they will not cause damage.

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.