



## Birthday Party FAQ'S

### **What do I need to do to book a party?**

[Click here](#) to review our fillable birthday contract. To reserve a date, the completed contract must be returned along with a \$150 nonrefundable deposit which will be applied toward the party balance. **Your date is NOT confirmed until you are contacted by the Sales Coordinator to verify receipt and availability.**

### **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 and to confirm final details. Final payment will be due on the day of your party, or prior if preferred.

### **What if fewer guests show up than what is included in the party package?**

If less than 25 guests attend your party, there are no price adjustments and 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 \$15 each. Since it's common that guest counts fluctuate, we will do a final count on the day of and only charge you for any additional guests who actually show up. Please notify the Sales Coordinator immediately if you expect more than 50 people at your party. Remember, the party room maximum capacity is 50 guests.

### **What is the maximum guest capacity of the party room?**

We currently have two party rooms which each have a capacity of up to 50 guests. Please notify the Sales Coordinator immediately if you expect more than 50 people so we may make other arrangements as available to accommodate your party.

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

We suggest booking a facility rental which can currently accommodate up to 250 guests (pricing varies).

### **Can we bring our own food and beverages into the party room?**

Yes, you can bring in food and beverages of your choice. Please remember that Pretend City is a nut-free and alcohol-free organization.

### **Can we bring our own food and beverages onto the museum floor after use of the party room?**

No food or beverages are allowed on the museum floor. Everything remaining from your party must either be loaded back to your vehicle at the end of your party or disposed of properly. Usage of the private party room and its resources are limited to the allotted time as outlined in your itinerary as we may have other parties booked before and/or after yours. Tables in the Real Café are not available for party use due to limited seating.

**Can I have more time in the room?**

If you would like to guarantee having more than an hour in our party room, we suggest booking multiple time slots as available. Please discuss your specific needs with our Sales Coordinator for options.

**What type of decorations are allowed and not allowed?**

Balloons, piñatas, 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 such as: banners, posters, streamers, and so on. You can also bring in centerpieces for the tables.

**How will the party room be set up?** Standard parties will use 6-8 tables, and our Sales Coordinator will reach out to you the week before your party to review any layout preferences. Tables will be arranged in a “U” shape with 1 table designated for cake and another for presents. All tables are 6-foot rectangular tables.

**Can I tour the party room and facility space before my event?**

Please schedule any tours or walk throughs with the Sales Coordinator directly. Walk-in tours will not be accommodated. Tours are not available on weekends to avoid disruption to parties in progress.