



## **BIRTHDAY PARTY Frequently Asked Questions**

### **1. How do I book a birthday party?**

You can book online [here](#)

### **2. What areas of the facility are included in the package?**

Playground

Assigned party room or designated party area

Fun activity area e.g. laser tag, gaming den, virtual reality - If included in package

### **3. Are the arcade games included in the package?**

We have a variety of arcade games in the playground area. There is a mix of free and pay per use games. The free games include foosball, air hockey, Pop-A-Shot Basketball net, and more.

The pay per use games requires \$1 or \$2 coins. We have a coin machine on site and are happy to provide cashback at the front desk.

### **4. Can we bring outside food to the party?**

No. All food must be ordered through Just for Fun. We have a list of food options you can select from. Vegetarian and Vegan options are available. See list [here](#)

### **5. Can we bring our own cake?**

Yes. A \$10 cake cutting fee applies. We will provide the cutlery and plates for serving.

### **6. Can we bring our own décor?**

You may bring in your own decorations subject to the following facility rules:

Confetti, piñatas or glitter are NOT ALLOWED.

No tape or any form of adhesives on any of the Facility walls.

If you need assistance in putting up the decorations, the party host will be happy to help! A \$25 decorating fee applies.



**7. Are adults counted in the total headcount?**

All individuals regardless of age are included in the total due to COVID capacity restrictions.

**8. Is there a limit on the number of kids that can be included in the party?**

Yes. For seating arrangement purposes, the maximum number of children in a party is 16. The maximum number of individuals remains at 25 for each package.

**9. Can I add additional people to my party?**

Yes. Additional people can be added for \$15 per person.

**10. When is the payment for the party due?**

Payment must be made when you book your party.

**11. Do all guests (kids and adults) have to sign a waiver?**

Yes. All guests attended the party are required to complete the facility waiver. All minors (18 and under) are to be added to one of the accompanying adult's waiver form. We encourage all our guests to complete the waivers ahead of time. This ensures a smooth check-in process and gives them more time to enjoy the party!

Once the waiver is completed, it is valid for 12 months and you do not have to redo it during your next visit. Once 12 months have passed, you can re-sign the existing waiver to renew it for another 12 months.

CLICK [HERE](#) FOR THE WAIVER FORM

**12. If an adult guest is attending the party alone (without any kids), do they still have to sign the facility waiver?**

Yes. All individuals entering the playground must complete a waiver for themselves.

CLICK [HERE](#) FOR THE WAIVER FORM



**13. What is your refund policy?**

- If party is cancelled due to COVID-19 public health restrictions; you will receive a 100% refund.
- If you choose to cancel 14 days prior to the party date; you will receive a 100% refund.
- If you choose to cancel 7 days prior to the party date; a \$100 cancellation fee applies.
- If you choose to cancel less than 7 days prior to the party date; a \$200 cancellation fee applies.

**14. Do my guests have to wear masks during the party even though it is a private event?**

Yes. Masks must be worn by all guests over the age of 2 at all times except while eating in the designated area. This will ensure safety of all your guests and our staff so we can continue to stop the spread of COVID-19.

**15. What are you doing to keep us safe from COVID-19?**

All guests attending the party will be screened for COVID-19 upon arrival. They can scan a QR code with their phone to complete the questionnaire.

We have increased cleaning measures in place. Visit our website for details on what we are doing to keep you, your guests and our staff safe:

[COVID PROTOCOLS](#)

**16. What are the fantastic activities available?**

The activity included in Lots of Fun & Double the Fun packages is Glow in the Dark Laser Tag. Cupcake decorating, Slime Making, Painting or Crafting Activities are available for an additional \$50.

**17. Why is there an additional fee for some activities?**

The additional fee is to cover the cost of materials needed for the activity that need to be provided.

**18. Does the party room rental include décor, tableware, etc.?**

No. The party room rental only includes the use of the space for 2 hours. A playground attendant will be available to assist, and cleanup is included in the rental fee.

**19. What themes do you have available?**



**Themes included in package:**

1<sup>st</sup> Birthday Boy  
1<sup>st</sup> Birthday Girl  
Avengers  
Baby Shark  
Barbie Mermaid  
Battle Royal  
Butterfly  
Cars  
Descendants  
Despicable Me  
Emoji  
Frozen  
Football  
Gaming  
Hello Kitty  
Hot Wheels  
Incredibles  
Jurassic  
Justice League  
Lego  
Llama  
Lol Doll  
Mario  
Mickey Mouse  
Minecraft  
Minnie Mouse  
Moana  
My Little Pony  
Paw Patrol  
Peppa Pig  
PJ Masks  
Pokémon  
Princess  
Spiderman  
Sports  
Star Wars  
Trolls  
Toy Story  
Teenage Mutant Ninja Turtles  
Thomas the Train  
Transformers  
Unicorn



**Other Themes:**

If you want a theme that is not on the list, we will source the decorations and provide a quote as to the additional costs, if any. Out of season themes can have longer delivery times, so place orders ASAP to get your desired theme.

**20. What is the difference between premium and basic loot bags?**

Every loot bag comes with 3 toys and 3 treats and are made according to the children's age.

Basic – Includes small toys and treats, such as mini slinky and lollipops

Premium – Includes more elaborate toys and treats, such as mini games and taffy bar

**21. What is the difference between theme and non-theme?**

**Non-Themed** - you will select the colors you like, more than one may be selected

**Themed** – A specific decoration based on a character or other item, such as Toy Story, Paw Patrol or Dinosaurs.

**22. What colours are available?**

Red, blue, green, purple, orange, black, yellow, pink, white, turquoise

**23. What is the difference between the Lots of Fun & Double the Fun packages?**

The following are main differences between the two packages

<b>Lots of Fun</b>	<b>Double The Fun</b>
Non-themed décor and tableware	Themed décor and tableware
Basic loot bags	Premium loot bags
Does not include chips	Includes chips
Balloon for birthday child	Balloon for each child attending party
1 pizza	2 pizzas
2 passes (\$28 value)	4 free passes (\$56 value)

**24. Are you providing tours of the facility?**



In person tours are available during drop-in play hours. Check out website for hours of operations for drop-in play. We also have an elaborate virtual tour of the entire facility available on our [website](#). Please note that the Virtual Reality and Gaming Den areas are closed at this time.

**25. What is a birthday t-shirt?**

It is a child's size (small, medium and large) red Just for Fun t-shirt like the playground hosts wear that says "It's my Birthday" on the back. See pictures:

