



## **BIRTHDAY PARTY Frequently Asked Questions**

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

You can book online [here](#)

**2. Will there be other guests in the facility during my party?**

Yes. The designated party room will be reserved for you and your guests during the 2-hour time slot however the playground space will be shared with other parties and drop-in play guests. If you wish to make your party private, you may be able to do so (subject to availability) for an additional \$300 fee. The private booking fee will reserve the whole facility for your party for the full duration of your party. Please contact us once you have submitted your party booking form to process the private booking fee.

**3. 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

**4. 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.

**5. Can we bring outside food to the party?**

Outside food may be brought in for birthday party celebrations for an additional fee. All food items must be approved by Just For Fun prior to the party. The outside food fee only applies to the Lots of Fun and Double the Fun packages.



The following types of foods are **not allowed**: **overly scented foods, nuts, fish, curries, hot plated/sit down meals, pizza, and ice cream cakes (pizza must be ordered through Just For Fun).**

All outside food **MUST** be served 45 minutes into the party in order to allow for the party to run smoothly and on schedule.

**6. Can we bring our own cake?**

Yes. A \$10 cake cutting fee applies. We will provide the cutlery and plates for serving. Please note that we **DO NOT** allow ice cream cakes in the facility.

**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.

A \$25 outside decorations fee applies.

**7. Can I bring my own balloons?**

All balloons must be purchased through Just For Fun. We have a wide range of theme and color options for you to choose from. Let us know what you are looking for and we will be happy to assist.

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

All individuals regardless of age are included in the total guest count.

**9. 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 we can accommodate in a party room is 20. The maximum number of individuals remains at 25 for each package. Additional children over the 12 included are subject to a fee.

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



Yes. Additional people can be added for \$15 per child and \$8 per adult.

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

Our party rooms have a capacity of 25-30 people. For parties with more than 30 guests a second party room will be required. The 2<sup>nd</sup> room is subject to an additional fee starting at **\$250**. Rooms are subject to availability and must be booked in advance. If sufficient notice (2 weeks) is not provided, we may be unable to accommodate the additional guests. Additional room bookings are not guaranteed until they are paid for. Payment must be made in person or over the phone no later than 7 days prior to the party.

**12. Can I add additional time to my party?**

Yes. You may add an additional 30 minutes for \$75 for a non-private party/ \$150 for private parties. Please contact us once you have submitted your party booking to process the additional time booking fee.

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

Payment must be made when you book your party.

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

Yes. All guests attending 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 **STRONGLY** encourage all our guests to complete the waivers ahead of time. This ensures a smooth check-in process and that your guests do not miss out on any of the party time!

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

**15. 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

#### 16. What is your refund policy?

A email notice of cancellation must be provided to Just For Fun at [info@justforfunpartycentre.ca](mailto:info@justforfunpartycentre.ca)

- If a 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.
  - 7 days prior to the party date, a \$200 plus HST cancellation fee applies.
  - less than 7 days prior to the party date, a \$300 plus HST cancellation fee applies.
  - by Wednesday prior to the birthday party weekend by 5 PM, I, the base price of the party package chosen plus any special order costs will be withheld as the cancellation fee as follows (all prices subject to HST):
    - Party Room Rental - \$450
    - Lots of Fun - \$550
    - Double the Fun - \$650
    - Private Party Room Rental - \$750
    - Private Lots of Fun - \$850
    - Private Double the Fun - \$950
    - Private Facility Rental - \$800 (min 2 hour booking)
  - less than 24 hours before the party, no refunds for any costs will be provided.

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

As of March 21, 2022, masks are no longer mandated by local public health and government authorities. Guests may choose to wear a mask or face covering however they are not required to do so.

#### 18. 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](#)



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

The Lots of Fun and Double the Fun packages include a choice of ONE fantastic activity. You may choose between Glow in the Dark Laser Tag, Gaming Den and Virtual Reality. You may choose to substitute the activity for one of our premium activities for an additional fee.

We offer the following premium activities

Cupcake Decorating or Slime Making, for an additional \$65  
Painting or Crafting for an additional \$100.

You may add a 2<sup>nd</sup> additional activity (Laser Tag, Virtual Reality, Gaming Den) to your party for \$65.

**20. 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.

**21. 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.

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

**Themes included in package:**

**Avengers**

**Baby Shark**

**Barbie**

**Cars**

**Disney Princesses**

**Dora the Explorer**

**Emoji**

**Frozen**

**Gaming/Fortnight**



**Harry Potter**

**Hello Kitty**

**Hot Wheels**

**How to Train your Dragon**

**Jungle**

**LEGO**

**LOL Dolls**

**Mario**

**Mermaid**

**Mickey Mouse**

**Minecraft**

**My Little Pony**

**Panda**

**Paw Patrol**

**Blue Jays**

**Pokémon**

**Sesame Street**

**Spiderman**

**Star Wars**

**Super HERO**

**TMNT Ninja Turtle**

**Toy Story**

**Unicorn**

**Winnie the Pooh**

**Batman**

**Toronto Maple Leafs**

**Raptors**

**Other Themes:**

If you would like 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 we recommend contacting us to get a quote as soon as possible.



**23. 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

**24. 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.

**25. What colours are available?**

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

Please note that we will try our best to accommodate special requests (e.g. specific colors, shades, etc.) however we CANNOT guarantee them as they are subject to supplier availability.

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

The following are the 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

**27. 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](#).



**28. 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:



**29. Are socks required for the playground?**

All children and adults must wear socks inside the facility at all times. If you forgot your pair of socks, don't worry! We have non-slip socks available for sale at the front desk.