

Frequently Asked Birthday Party Questions



What is included in my birthday party fee?

My single or double activity of choice—An hour in the party room—An attendant during my party—a t-shirt for the birthday child

What should I bring to the party?

Any food and drink (non alcoholic beverages only) that you wish to serve at your event to your guests—Your party attendant will assist with items that need refrigeration—All paper products, cups, plates, napkins, silverware, and all serving utensils needed for your food service—Climbing Wall Waivers—for all climbing parties

I want an easy party. What do you suggest?

Many parties enjoy their activity and enjoy cake, ice cream, and open gifts in the party room. If you choose to serve food, you can order and have pizza delivered to make it easy for you. Please see the back for some suggestions on local pizza places. You may also bring in any other food that you wish to serve to your guests.

How long do I have in the party room?

You will have ONE HOUR in the party room to open gifts, eat cake/ice cream, and any food that you wish to serve to your guests. We book our parties with a 30 minute break between events so you can enter the room approx. 15 minutes before your scheduled time and must be cleaned up and out of the room no later than 15 minutes after your allotted party time. NO EXCEPTIONS. The room has some basic birthday party décor—there is not time before/after your event for any elaborate decorations for your party.

When must I report the total number of birthday guests attending the party?

The final guest count will be confirmed by email or phone the week of your party. Any last minute changes will be done with your party attendant at your event. Any additional child fees will also be paid at your event with your attendant.

What is the role of the birthday attendant in my party?

Meet and greet the guests in the front lobby upon arrival—Set up the birthday room and assist in clean-up after the party—Collect gifts and coats, and organize party activities for games galore/sports parties

What is the role of the parent host for my party?

Supervise clothing in pool during the pool party—Assist in getting swimmers out of pool and dressed and to your party room—In the party room, it is your own rental time to serve food, cake, open gifts—You have 60 Minutes in the party room, it is your responsibility to serve your guests within your scheduled time—You will also be responsible for general clean up in the party room—Clearing tables of all garbage—Removing all items that you brought with you upon leaving—The room should be left exactly how you found it—We will ask that you communicate the details of your event, regarding your food service will be in the email the week of your party

What if I need to cancel my party?

Any party cancelled after 4 days of booking will be charged a \$100 cancellation fee



Pizza & Catering Ideas



Danny's Pizza
231 Douglas Avenue
Elgin 60120
847-742-5400
www.dannyspizzaelgin.com



Papa John's
1825 Larkin Avenue
Elgin 60123
847-760-6464
www.papajohns.com



Subway
Cobblers Crossing Plaza
1030 Summit Street
Elgin 60120
847-841-6699
www.subway.com



Panera Bread
2484 N. Randall Road
Elgin 60123
847-426-7000
www.panerabread.com

You can bring in any food/drink that you wish to serve at your party. No alcoholic beverages allowed. You will need to supply all plates, cups, napkins, and silverware, including SERVING UTENSILS, needed for your guests.

There will be refrigerator and freezer access, if needed.

Please remember that you only have ONE HOUR—NO EXCEPTIONS—in our party room as we have back to back parties scheduled each day. If you are having food delivered, we suggest the delivery time to be 15 minutes BEFORE your scheduled room time to ensure it is ON TIME for your party. Late food delivery will not result in additional time in our party room.

Please call us at 847-531-7000 with any questions.