

PARTY RESERVATION TERMS & CONDITIONS

50% Deposit required at time of booking to reserve party date & time. **No refunds issued for cancelled parties.**

Military discount is 10%, and cannot be combined with other offers. *Military discount will only be applied if the ID corresponds to the person that books the party. Discounts won't be honored after placing 50% deposit.*

No changes on date or time are allowed, and will not be honored.

Party child counts towards your total child count. Children under 2 do not count towards your total child count.

Only Super Party Packages can be assigned to the Mezzanine.

Only Deluxe party packages can upgrade to the Mezzanine, with a \$100 extra charge.

Mini & Classic party packages cannot be held on the Mezzanine. **There are no downgrades on party packages.**

Upgrades on party packages will be done the moment your party packages exceeds the child amount.

Upgrades not necessarily entail a party area change (such will be considered on a case by case basis, and upon availability of party area).

Additional children, not contemplated on your Bday list or package, will be charged a rate of \$15 admission price.

Waivers are required for every participant, and must be filled either on site or on our website:
www.playcityeastlake.com/liabilitywaiver

You are required to provide a list of participants at least 48 hours prior to your party date, you can send it to :
party@kidsplaycity.com .

We offer a 20 minute **courtesy period** for set up. This **courtesy period** is not part of your party package, and may not always be accurate or available.

Children require socks at all times, and adults require socks when being inside toddler area.

Piñata area is complimentary, but might not be available during rainy weather conditions.

You can bring any type of food, desserts etc. Please do let us know in advance if you plan to bring food trucks or similar. **You can bring any type of entertainment, except face painting & confetti.**

You must be ready to vacate party area immediately, at the conclusion of your party time. **DO NOT** overstay on your party area. Clean starts immediately after your party time ends (no exceptions). Afterwards, **No food items or drinks, from your party, will be allowed on the regular seating area.** You will only be allowed to take max 2 tables from regular seating area, and no more than 6 chairs (we make no promises that such could be available).

Basic set up is included with your party, our staff will place tablecloths, and other supplies included with your party.

If you want to tip our employees you can do so with credit card. For cash tips we will provide you with an envelope that you can hand to the cashier before you leave.

Parents need to pay any owed balance before checking in for their party. Should you exceed the amount of kids in your package, our employees will let you know, so that you can be charged accordingly.

All Party Packages include a Play City membership. Mini & Classic get a complimentary City membership 1 month Mon - Thu access. Deluxe & Super get a VIP membership. 1 month Mon - Sun access (no additional discounts).

All complimentary memberships will start the day after the party was celebrated. (no exceptions) Complimentary memberships cannot be extended to siblings. (no exceptions).

TAPE will NOT be allowed to hang party decorations. Please ask front desk to provide you with our own tape. Should walls be damaged, you will be charged a 20% damage fee on top of your balance.

I'VE READ THE TERMS AND CONDITIONS OF THIS AGREEMENT (we reserve the right to change the terms & conditions of this agreement at any time)

PARENT NAME & SIGNATURE: _____