



Birthday Party Package FAQ's

Q: How will I know if my Birthday Party request has been approved?

A: If there is a problem with the date(s) you have requested, you will be notified. If there is no problem with the date(s), a confirmation form will be mailed out to you within 3-4 business days.

Q: Is there a Deposit needed and when is it due?

A: Full payment is expected within 3 days from receiving the confirmation letter.

Q: Am I allowed to arrive early to setup for my party?

A: You may arrive a maximum of 15 minutes early to begin your setup and 15 minutes extra to leave.

Q: Will a staff person be designated to my party?

A: Yes, you will be assisted by a Party Host who will help you get settled in your room and/or activity and answer any questions you may have.

Q: Can we use the upstairs and/or the downstairs area to congregate for our party?

A: No, please use only the specified spaces as marked in your agreement during your stay.

Q: How many tables and chairs are in the Party Rooms & Arts & Crafts Room?

A: Each Party Room has a total of 2 seating tables, 1 food table and 20 chairs. Two rooms can be combined to allow seating for up to 40 guests and 2 food tables in Party Place Rooms (next to indoor pool). The Arts & Crafts room can accommodate up to 60 people seated at 8 / 8-foot tables. There is extra counter space in the room for food. Other Program Rooms may be used as needed and set up will be determined.

Q: Are we allowed to bring food into the Party Rooms or the Arts & Crafts room?

A: Yes, you are allowed to bring in food; however, there are no warming facilities or refrigerators available for the food that you bring in. For an additional charge, the park district will provide a pizza package which includes: juice boxes, white plates, napkins and utensils. White, Blue or Pink table covers can be purchased for an additional fee.

Q: If I choose the Splash Central Indoor Pool Party Package, do the adults that go in the pool area but not in the actual pool have to pay the pool entrance fee? YES!

A: Pool Supervision Guidelines:

Children must be supervised at all times at an adult/child ratio of see below: The Supervising adults must be in swimsuits and PAID admission. Supervisors need to be 14 or older for children 7 & up or 18 or older for children under 7. All other adults can watch at no cost if not swimming or supervising from viewing room or bleacher area (indoor pool only). Outdoor pool all adults must pay admission whether swimming/supervising or just watching.

1 adult per 1 child for infants under age 1

1 adult per 3 children for age 1-2

1 adult per 5 children for ages 3-9

1 adult per 10 children for ages 10-1

Q: What is your refund policy?

A: Refunds, minus a \$25 service charge will be given for cancellations if the following notice is given to the district: 21 or more working days prior to rental-fee will be returned; 20-0 working days: no refund. Working days are Monday through Friday, 8:30 am-4:30 pm. Saturday 9:00am – 12:00pm.