

Party Reservation Rules & Guidelines**Booking & Payment**

A valid card on file is required to reserve your event date.

Your **estimate must be approved** with a card on file in order to confirm your reservation.

A **\$100.00 deposit is required** to secure your booking.

The **final balance** is based on the approved estimate plus any additional fees that occur on day of the event.

Additional fees may include but are not limited to guests overage, damages, excessive cleaning, overtime, additional services and/or add-ons not originally included.

Full payment is due on the day of your scheduled event. Any additional charges for add-ons will be applied to the final balance.

Guest Count & Capacity

All parties have a **maximum capacity of 55 guests total** (includes adults and children).

Guest count must be confirmed 4 days prior to event. Additional **guests fee** will be applied to final balance if the guest count exceeds what is included in the selected party package.

Cancellations & Rescheduling

Cancellations made 7 days or more prior to the event will receive a full refund.

A **50% cancellation fee will be charged** based on the most recently approved estimate **for cancellations made within 7 days** to the scheduled event. The card on file will be charged for any applicable cancellation fees.

One- time rescheduling is allowed if requested at least 7 days prior to the event date. Once rescheduled, **the booking is no longer eligible for a refund**. Rescheduled events must be used within **30 days and are subject to availability**. Additional reschedule requests will not be permitted.

All Adults are required to have a signed **waiver** prior to entering the play area.

All Children are required to be listed under participants including children under one.

Guests without a completed waiver on file will **not be permitted to participate**.

Socks are required at all times for both **adults and children in the play area**. For hygiene purposes **no bare feet are allowed**.

Guests who are unable to remove shoes due to medical reasons (e.g., braces, casts, injuries or elderly guests) must wear clean **shoe coverings** while inside the facility. Shoe coverings must be provided by the guest.

Playground Conduct

All guests must follow facility rules and staff instructions at all times. Playground rules are listed throughout the facility. The host is responsible for ensuring their guests comply with all policies. The host is financially responsible for any damage caused by guests or attendees associated with the event.

The following food items are permitted :

Vegetable and fruit platters. Cake and cupcakes, individually packaged snacks (chips, cookies, etc.)

Individually packaged drinks such as bottled water, canned beverages and juice pouches.

Food not listed will be subject to \$50 outside food fee.

Not Permitted: Large beverage containers including liter bottles, gallons, or drink dispensers. Alcohol of any kind. Soup or similar food items.

Cooler & Ice Chest are permitted for storing approved items. Ice is only allowed inside an ice chest/ cooler. Ice may not be placed in containers, buckets or bowls.

Outside vendors (such as photographers, face painters, balloon artists, or entertainers) are permitted by approval only. Vendors must follow all facility rules and policies including decor and safety guidelines. Vendors are only permitted during your reserved party time and must complete setup and breakdown within that timeframe.

All food vendors must operate outside of the facility only. The facility does not provide or obtain any city permits, licenses or approvals required for outside food vendors. The booking host and vendor are solely responsible for ensuring full compliance with all local regulations. Indoor cooking or food preparation is not permitted. Access to electricity, water, or facility resources not guaranteed. All outside food, including food provided by vendors is **subject to a \$50 outside food fee**.

Food must be served in a controlled and safe manner. Vendors may not obstruct entrances, exits or walkways. Vendors must provide their own setup. **The booking host assumes full responsibility for their vendor(s)**. Any damage, excess cleaning will be charged to the card on file.

To maintain a clean, safe and consistent environment for all guests, the following decor guidelines must be followed.

Permitted decor includes: Tabletop decorations, cake table decor, small items. Small balloon arrangements (freestanding only, no installation required). Pre- approved items. Pinata with a maximum of 5lbs. Must let us know 5 days before scheduled event.

NON- Permitted decor includes: Wall decorations of any kind. Backdrops, arches, or large decorative structures. Hanging decorations, wall fixtures, or equipment. Confetti, glitter, or similar loose decorative materials. Tape, nails, adhesives or any material that may damage surfaces. Decorations that require setup involving drilling, mounting or attaching to facility property.

Excessive cleaning resulting from decorations, food and bodily fluids or guests behavior may result in **additional cleaning fee**.

Time & Overage

Each party reservation includes a designated time slot. A 15 minute courtesy period is provided at the beginning and end of your reservation to allow for setup and cleanup. Late arrivals do not extend the reserved time. The party will start and end that original scheduled time. Overtime charges will be automatically charged to the card on file billed in increments of \$25 for every 15 minutes.

Little Village Play shall not be liable for cancellations or interruptions caused by circumstances beyond its reasonable control, including but not limited to severe weather, utility failures, natural disasters, governmental actions, or emergencies.

Agreement

By approving your estimate and proceeding with your booking, you acknowledge that you have read, understood and agreed to all Party Reservation Terms and Guidelines. By booking, the host authorizes Little Village Play to charge the card on file for approved balances, overtime, guest overages, damage, cleaning fees, cancellation fees, and other charges outlined in these terms.