



## PARTY GUIDELINES AND TIPS

Congratulations! You've come to the right place to celebrate your special event. Here's some important information for you to know in order to make your party experience go more smoothly! [PLEASE READ THIS INFORMATION THOROUGHLY!!!](#)

### Party Time

- At the day of the party, you may arrive at the most 15 minutes early for your designated time. Please do not come any earlier as a courtesy to other parties before you.
- We do not accommodate preferences for a particular party room. Your room will be assigned as we see fit on the day of your party. **NO EXCEPTIONS.**
- If a party room does happen to be available 15 minutes before, you will be allowed to set up. Your room is not guaranteed to be available at the time you arrive. Since your guests will be in the play area first, usually you have at least 45 minutes to set up the party room.
- For Mega parties, if you want both rooms on one side of the play area, the 2<sup>nd</sup> room won't be available until at least 45 min after the party starts.
- Please note that when you are in the party room, the garage door closes and your guests will not be allowed back to the play area (unless you make special arrangements like Keep the Magic Going).
- You may bring in your own entertainers, musicians, face painter, balloon artist, etc.
- Please note that the play area during Friday parties will be shared with the general public although you will have your own private party room.
- Party date and/or time can only be changed maximum two times after the original booking or there will be an additional penalty fee of \$150.
- A \$100 penalty fee will be charged for parties where they cannot control their children and they are playing in the play area during other people's party times.
- ✓ TIP: You'll be surprised at how fast kids eat after playing! During the time you are in the party room, be the hostess with the mostest and introduce your guests to other guests to get the party going. Or feel free to bring in outside entertainment, music or simple crafts for the kids to do while they are in the party room. Just let us know of your plans beforehand!

### Your Invoice

- You will receive an invoice before your party date so that you know exactly what you're paying for. If you do not receive it, please contact us at [birthdays@gowonderwild.com](mailto:birthdays@gowonderwild.com).
- Sales tax will be added to your final invoice.
- **Gratuity for your party hosts on the day of your party is highly encouraged and appreciated!**

### Invitations

- If you are doing your own invitations, please include directions to our location. A pdf can be emailed or downloaded from our website. Or you may pick up paper versions from our office for no extra cost. We also have customized evites at your request.
- Please note that children invited to WONDERWILD parties must wear or bring socks. For WONDERWILD(ER) parties (Heights only), kids 5-11 must wear **close-toed shoes**, however, kids under 5 need to wear socks or if the children are going on the jumping pillow.

- ✓ TIP: Some party hosts bring socks (arranged in a basket) for their guests as a courtesy.

### **Decorations**

- Feel free to bring in centerpieces, tablecloths (our tables are 2.5' x 6' and there are 3 tables in each party room), your own paper party supplies (or use our generic white supplies), or balloons. However, simple decorations are always better! Please do not bring decorations that require a lot of set-up time.
- We cannot hang things to the wall or the ceilings. However, we can hang things on the garage door in the back.
- Please do not bring confetti, Easter grass or silly spray. Absolutely no piñatas or feather boas.

### **Party Favors and Opening Presents**

- Please make sure your party favors are ready to go and already completed.
- We strongly encourage you to not open presents at Wonderwild. There is a chance for presents to be lost or mixed up with the toys at Wonderwild. If you do open presents, please make sure you are aware of the time remaining in the party room. We reserve the right to charge \$2 for every minute that goes beyond your allotted party time.

### **Music**

- You may bring in your own CDs for your play area and party room. All music played must be appropriate for children. If any complaints, we will have to turn the music off.
- ✓ TIP: The right music in the party room will liven up the party while the kids are eating .

### **Food and Drinks**

- Absolutely no breakable containers of drinks or food in the party rooms or play area at any time for the safety of the children. No popcorn machine, cotton candy machine, or any type of pluggable machines allowed.
- Bring ice in coolers if you are supplying drinks or have ice cream for your guests. Unfortunately, we do not have room in our fridge or freezer to store your items.
- To cancel any food orders placed through us, you must do so before 48 hours of your party date/time or we will be unable to cancel your food order.
- There is a \$30 fee if you are bringing in your own food/drinks and it is more than just light snacks (i.e., Goldfish crackers, veggie tray, fruit tray, etc.) for the kids.
- There are hand sanitizers in each of the party rooms. Please remind your guests to use them before they start eating and when they leave.
- We do not supply extra tables for food or decoration. You may bring in your own if you would like but keep in mind that space in your party room is very limited.
- Parents of children with allergies are responsible for their own children. Due to the volume of children at parties, please do not ask your party host to watch children with specific allergies.
- Unfortunately, no alcoholic beverages allowed!

If you have any more questions, please don't hesitate to call us at 713-864-4242 and ask to speak to a party coordinator. Or email us at [birthdays@gowonderwild.com](mailto:birthdays@gowonderwild.com). Thank you!