

BIRTHDAY PARTY

Q AND A

How Do I Register For/Reserve The Date For Our Birthday Party?

You will register for your birthday party via our website. Go to our party/group section and click on the blue "BOOK NOW" button on the package you would like. From there, it will direct you to our dash website and you will log into your dash profile or make a dash profile. At that point, you will select the green register button for the package you want and then it will bring you to a form to fill out with all of your birthday party requests. You will make a deposit of \$100 to reserve your spot (or you can pay it all up front). I will then receive the form with all of that information, book your party, then send you a confirmation email.

****Disclaimer:** We do our absolute best to give you the exact date/time you want, but it is first come first serve and if we are not able to give you exactly what you have asked for, we will work with you to get you the next best date/time.

I Do Not Have A Dash Profile, How Do I Set One Up?

A Dash account can be easily made either online or with a front desk employee. Here is the link to make your profile online: <https://apps.daysmartrecreation.com/dash/index.php?Action=Auth/login&company=ocsportsplex>

How Do I Find The Availability?

To get availability, please contact our birthday party coordinator at birthdayparty@oc-sportsplex.com

The Date on The Registration Page is NOT The Date I Want.

When you are on your dash account registering for your birthday party, there will be a date on the far right side. That date is NOT the date that you are registering your birthday party for. The date seen, is simply the date that the registration for the birthday parties became available online. You will choose a date on the following pages within your intake sheet.

Can I Add Time To My Party Room?

Yes, you can add time to your party room if there is time available. It would cost \$37.50 per half hour and \$75 an hour.

Can I Add Another Activity to My Party Package?

Yes! If you wanted to add an hour of another activity, we would charge you the group rate for that activity (depends on the activity as to what the price is).

Can I Bring In Outside Food?

Yes! Prepackaged foods or catering such as pizza is allowed. Nothing that requires an open flame is allowed. If you have any questions, please feel free to contact our Birthday Party Coordinator directly at birthdayparty@oc-sportsplex.com

****Disclaimer:** We cannot store any food or drink for you prior to or after your party room time so please keep that in mind when planning any additional food.

How Does Party Payment Work?

When you book your party through our website, you will pay a \$100 deposit to reserve your spot or you may also pay for the entire party upfront when you book. The deposit goes toward the price of the package. Any add-ons will be added by our Birthday Party Coordinator once all the details of your party have been finalized. Any remaining payments are due a week in advance of your party.

Can I Add People to Our Party Package?

You sure can! The more the merrier! If the party package you have selected does not allow for the amount of people you would like to invite, you are more than welcome to add people to your package. You can also add on drinks and cupcakes to accommodate the number of people as well. We do require at least a weeks' notice if you are going to make any big changes to your birthday party to ensure that we can order and set-up for you properly.

****Disclaimer:** The closer you wait to add people or drinks/food, the more likely we may be booked and not able to accommodate the changes you need.

Who Does The Number In The Party Package Include?

The Number in your party package includes the number of people doing your given activity and the number that the party room will be set-up for.

What Decorations Does My Party Package Include?

Each party package includes table cloths, balloons, and plates in your party colors. We also provide napkins, cups, and a happy birthday banner.

Can I Bring Extra Decorations?

Of course! We do provide some decorations, but if you would like to bring your own decorations to make the day more special, we would love for you to do so.

How Early Can I Come Into My Party Room?

We allow parents to come into their party room 15 minutes before their assigned party room time to allow for our staff to clean up and set-up between parties.

What is Included In a Private Party?

We offer private parties for pool rental, ice rink rental, court rental, and turf field rental. Prices vary depending on what activity you would like to do and for how long you want the space. However, across the board, you will receive your rented area, plus your decorated party room for an hour, 24 cupcakes, and 4 drink pitchers.

Is My Party Room Private If I Do Not Have A Private Party?

Yes, all party rooms are private for just your event. With our normal party packages, you will do your activity with people, but have a private party room.