

# Birthday Party Q & A:

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

[CLICK HERE](#) to visit our website to register for a Party!

Click on the blue “**BOOK NOW**” button for whichever package you would like. You will make a deposit of \$100 to reserve your spot (or you can pay it all up front).

**\*Scheduling online does not confirm the party; the Coordinator will reach out via email to finalize all details once you book your party.**

**\*\*DISCLAIMER:** While we do our very best to give you the exact date/time you have requested; it is first come, first served, but we will work with you to get the next best date/time booked!

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

[CLICK HERE](#) to create your free online account for the Sportsplex.

## How Do I Find The Availability?

Please contact our Birthday Party Coordinator at [birthdayparty@oc-sportsplex.com](mailto:birthdayparty@oc-sportsplex.com) for all availability.

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

The date on the far right side is **NOT** the date that you are registering your birthday party for. You will choose a date on the following pages within your intake sheet.

## Can I Add Time To My Party Room?

Yes, as long as there is time available (we need to coordinate with other venues). The cost is \$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 Outside Food for My Party?

Yes! Prepackaged foods or catering (such as pizza) is allowed.

Nothing that requires an open flame is allowed. If you have questions about food, please feel free to contact our Birthday Party Coordinator directly.

**\*\*DISCLAIMER:** We cannot store any food or drink for you prior to or after your party room time, so please keep that in mind for planning purposes.

## How Does Party Payment Work?

To book your party, you will pay a \$100 deposit to reserve your spot, or you can pay for the entire party upfront. 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?

Yes, more the merrier! You can also add on drinks and cupcakes to accommodate the number of people you would like to add. We do require at least a weeks' notice if you are going to make any big changes to your birthday party.

**\*\*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 of guests in your party package includes the number of people participating in your selected activity and the number that the party room will be set-up for.

## What Decorations Does My Party Package Include?

Each party package includes: tablecloths, 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. However, across the board, you will receive your rented area, plus your decorated party room for an hour, 24 cupcakes, and 4 drink pitchers.

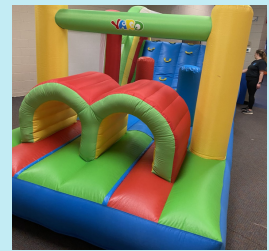
## Is My Party Room Private If I Do Not Have A Private Party?

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

## What Bounce Houses are Available?

We have three options! Our smaller one includes a small jumping area and a 9ft. tall slide (picture #1). This one is for children 6 and younger. Our next bounce house is 16ft. x 13ft. and 12ft. tall (picture #2). Our last one is more of an obstacle course.

With two tunnels to run through, a climbing wall, and a slide. Both of our last bouncers are for 10 and younger (picture #3).



## What is Included for Face Painting?

If purchased, a Birthday Party staff member will face paint for one hour. We have a variety of stencils, as well as the ability to do some simple freehand paints.