

# BIRTHDAY POLICIES & PROCEDURES

All Locations / Last Updated: April 11, 2024



Thank you for entrusting Kids Quest to host your upcoming celebration. We make it as easy as possible by taking care of the details so you can focus on what really matters - celebrating. As part of our continued commitment to the safety and privacy of all our guests, below are our updated rules and policies that will ensure your event is the best that it can be.

- Party space will include table(s), chairs, décor, and place settings.
- Party Pro will be assigned to each party.
- Each party will be limited to two-hours with an hour in between events to allow for our staff to properly clean and sanitize the space for the next event.
- All party guests must be 30 months or older. Any guest under 30 months must be under parent supervision.
- Guests will be required to remove their shoes. Socks are available for purchase if needed.
- Birthday gifts will be placed on gift cart and escorted to the room/space by a staff member.
- Birthday cakes and/or cupcakes must come from a commercial source. Other outside refreshments are not allowed within Kids Quest or Cyber Quest.
- Party Pro will take a birthday photo with the birthday child and guests.
- Party favors will be handed out to the birthday child and their guests upon departure. Any additional items brought in by the parent(s) will be handed out as the children leave the center.
- Adults who are attending the birthday party must stay within the designated party room and cannot engage with non-guest children on the public play floor.
- Adults must use the restrooms within the party room or outside the center on the casino/resort premises.
- Photography is allowed within the party room only and cannot take place on the public play floor. This policy protects the privacy of non-party guests.
- Party guests must abide by the play floor rules. Inappropriate behavior by party guests can result in party cessation without refund.
- Additional guest refreshments may be available from the Quest café and will be added to the party host's invoice. All additional food and/or beverages must be consumed within the designated party space.
- Post-party play time is available for guests at an additional, affordable cost. Ask the Party Pro for more details.