

# Party Policies

## Booking/Payments/Refunds

- To schedule a party, please call 920.458.4263 or visit the museum.
- All party reservations must be paid in full in order to reserve the date and Wonder Workshop Room access/timeslot.
- Parties must be booked a minimum of 15 days in advance of party date.
- Parties booked after the minimum 15 days will get no refund unless the museum shuts down to inclement weather or any other reason.
- The following payments are accepted:
  - Cash
  - Check
  - Major debit/credit cards (paying with a credit/debit card will add an additional processing fee to your overall total)
- Cancellations made more than 10 days before party will be fully refunded.
  - The Museum will retain \$50.00 for cancellations made within 10 days of the reserved party date, unless the party is rescheduled.++
- If the museum is closed due to inclement weather or shut down for any other reason, you may choose to reschedule your party for a different available date, or request a full refund.
- Guest count exceeding 25 kids and 5 adults will be an extra \$8 per person due before or day of the scheduled party

If the full payment isn't doable for your family, please contact Lily Yang at [lily@abkids.org](mailto:lily@abkids.org) and she can further help assist you.

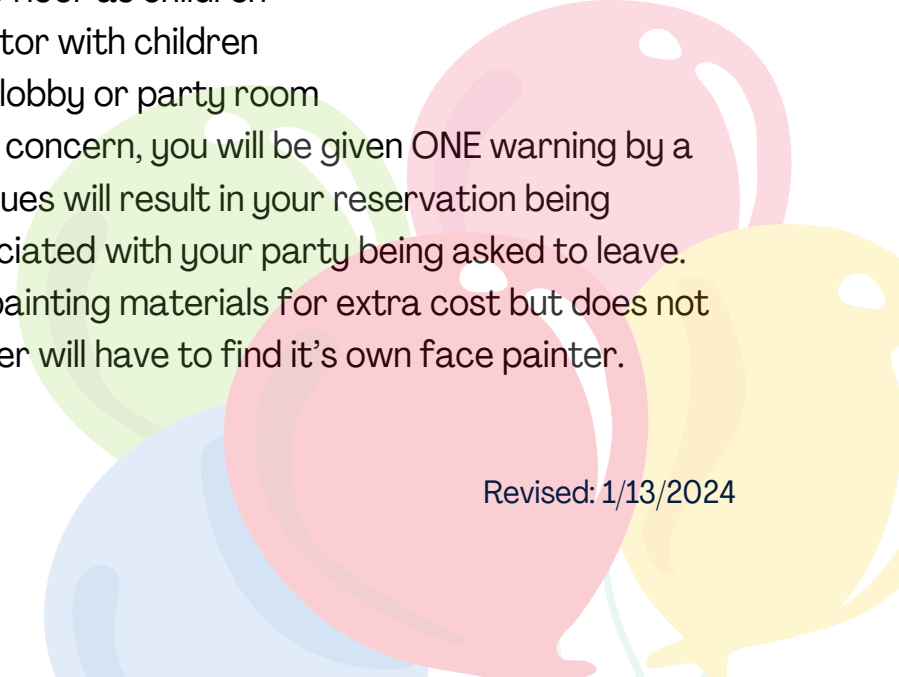
Revised: 1/13/2024



# Party Rules/Guide

1. The Wonder Workshop is the renter's for the desired 2-hour time slot selected at time of booking
2. The renter and all of their guests will have access to the museum all day (after the 2-hour timeslot is exceeded)
3. The Wonder Workshop allows up to 25 children & 5 adult chaperones (1 adult chaperone per 5 children is required)
4. Renters are responsible for light cleaning (I.E tables, floors, trash). If the room is left uncleaned, there will be an additional charge of \$50.00
5. Renters are responsible for any costs of damage to our building and/or exhibits that may occur during party
6. Renter is allowed to come in no more than 30-minutes prior to the reserved party time to set up and must vacate the room by end of timeslot.
7. Renter is allowed to bring in their own drinks/food/decorations/supplies or order in.
  - a. No alcohol on the premises
  - b. Piñatas, confetti, and/or glitter are also NOT allowed
8. Renter is allowed to use the fridge, microwave, and oven in the room.
9. When a family orders in food, the party themselves must come and accept the food, not the staff members.
10. Please follow the following safety rules for the best play here at the museum
  - a. Shoes must stay on
  - b. No running
  - c. Adults must be on the same floor as children
  - d. Adults must be on the elevator with children
  - e. All food/drinks must stay in lobby or party room
11. If inappropriate matters are of concern, you will be given ONE warning by a staff member. Any following issues will result in your reservation being terminated and all peoples associated with your party being asked to leave.
12. The museum can provide face painting materials for extra cost but does not provide a face painter. The renter will have to find it's own face painter.

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# Party FAQs

- 1. How do I schedule a party?**
  - Please call 920.458.4263 or walk into the museum and ask the welcome desk staff member, they will happily help you.
- 2. What are the party times?**
  - Saturday has two timeslots
    - 10AM-12PM
    - 2PM-4PM
  - Sunday has one timeslot
    - 11AM-1PM
- 3. When is payment required?**
  - Full payment is required to book a party date and time. If there is no payment the museum will not reserve the desired date for your party.
- 4. Does the museum hold dates?**
  - Yes the museum holds the date you desire for the day. Meaning if you call or come into the museum on a Wednesday morning/afternoon, we will only hold your desired party date until the end of the museum's operating hours that same Wednesday you called or came in.
- 5. Can we bring in our own food or order in?**
  - Yes, the reserved party can bring in their own food and beverages, the only items not allowed are anything alcoholic!
  - Yes, the reserved party can order in food. Please note that ABCM staff cannot accept deliveries on your behalf. If you must have a delivery for your party, an adult from your group needs to be waiting at the front door to receive the delivery.
- 6. Can we bring in our own decorations?**
  - Yes, you are allowed to bring in your own decorations. Please remember to take down your decorations before you leave as a part of our cleaning policy.
  - The only decorations NOT allowed are, *piñatas, confetti, or glitter.*
- 7. Are we allowed to come in early to set up?**
  - Yes, the host and any helpers are allowed 30-minutes before your party starts to set up, please make sure that your guests do not come in earlier than designated start time.
- 8. If I am a member, do I count towards the guest capacity for the party?**
  - Yes, even if you are a member, you still count towards the guest total or capacity.
  - If there is a sibling that will be at the museum while their sibling is there for the party, the sibling who isn't part of the party can attend the museum as a usual member.
- 9. Does the museum offer a party attendant?**
  - No, ABCM does not offer a party attendant. We require 1 adult for every 5 children attending your party.
- 10. Will Museum staff play with/supervise our children throughout the entire party?**
  - No. Your adults are responsible for supervising children at all times and in all areas of the museum.
- 11. Can we use the microwave, conventional oven, and fridge?**
  - Yes, you can use those appliances during your stay in the room, once your party has ended, please remove all items from those appliances as a part of our clean-up policy.
- 12. If we exceed the guest allowed guest capacity, do we have to pay extra?**
  - Yes, extra guest exceeding 25 kids and 5 adults are \$8 per person

If there are any questions or concerns please contact Lily Yang, Membership & Volunteer Coordinator at [lily@abkids.org](mailto:lily@abkids.org)

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