



## **Birthday Party FAQs**

### **How far in advance do I need to make a reservation?**

Reservations need to be made no less than 4 weeks in advance of the desired party date. Reservations are taken based on availability. Parties are available on Saturdays and Sundays.

### **Do I have to be a Member to have a party?**

Yes, birthday parties are a perk for Members only. You can easily join at the Family level (\$90) or above when booking your party. The Membership is valid for a full year and is a tax-deductible donation. Members receive discounts to shows, free admission to the Museum exhibits, free admission to the Film Series and Jim Henson Members Only Film Series, and much more!

### **Is there a deposit required?**

A deposit of \$201.25 is due at the time of booking to reserve your party. If you are not a current Family level Member, the deposit due is \$291.25, which includes the \$90 Membership fee.

### **Can I see the party facility prior to making a reservation?**

We will be happy to show you our facility prior to making a reservation. We encourage you to set up an appointment with the Birthday Party Coordinator in advance.

### **When do I have to give a final head count and pay for my party?**

All final head counts (for show, workshop, and/or museum tickets) and payment must be received no later than the week of your party.

### **What about siblings and adults of my invited guests?**

**All children ages 2+ and all adults attending the show must have a ticket.** Tickets at the birthday party group rate are \$8.25 each and every 10<sup>th</sup> ticket is free. Many shows sell out, so tickets **MUST** be reserved and paid for in advance. This guarantees that enough tickets are reserved and that your group will be seated together.

On the day of the party, extra tickets may be added if they are available. You will be allowed to purchase up to 5 extra tickets at the discounted \$8.25 birthday rate on the day of the show, and after that, show tickets will be \$12 per person. Please keep in mind that any tickets purchased the day of the party are not guaranteed to be seated with the birthday group.

If you prefer to have adults purchase their own tickets, they must call the Birthday Party Coordinator prior to the party date in order to receive the special \$8.25 birthday party group rate. Any tickets they choose to purchase on the day of the party will be \$12 per person.

### **Where do I check in for my party?**

Upon arrival, please check in at the Ticket Office in the lobby and let our staff know whose party you're here for. The Birthday Assistant will show you to your party room so you may set up.

### **How many people does the party room hold?**

The room capacity is 40 people, including infants and adults. If the party group is more than 40 people, you will need to rent an adjoining room for \$125. (Subject to availability.) Advance notice is required to rent an adjoining room.

**How long do I get the party room and what is provided?**

The basic party package includes 1 hour in the party room. You will also have up to 1 hour to set up and decorate your room prior to the performance. Please check with the Birthday Coordinator regarding availability. Otherwise, it will be necessary to have an adult stay in the room to set up during the show. Additional set-up time or party time may be purchased for \$125 per hour.

The Center will provide the following in each party room: One 15' long bench-style table, one 6' rectangular table for food/drinks, several chairs for adults, a birthday throne at the head of the table, and a take-home birthday crown for the birthday child.

**Will someone be there to assist me during the party?**

There will be a Birthday Party Assistant working with you to make sure your day at the Center goes as smoothly as possible! The Assistant will be responsible for setting up your party room with the items provided by the Center and then showing you to your room upon arrival. The Assistant will direct your group from the show to the workshop and party rooms, as well as be available to assist you with any needs you may have during the party.

\*NOTE: The Assistant will not be available to help decorate your room, transport items from your vehicle to Harlequin Hall, or facilitate activities during your hour-long party.

**What if I pay for the party and not all my guests show up?**

The Center does not give refunds for tickets, but you will receive rain checks for any unused tickets. The rain checks are valid for up to 6 months after your party to any Family Series show.

**Where should my guests and I park?**

The Center offers limited FREE parking in the lot on-site.

**Is the Center handicapped-accessible?**

The Center is handicapped-accessible, including a ramp leading up the entrance and an elevator that accesses all three floors inside the building. However, both theaters have stairs, so patrons in wheelchairs will be seated in front of Member Seating. Please let the Birthday Party Coordinator know when booking the party if special seating will be needed.

**What if I am running late or my guests arrive late?**

Shows, workshops, and parties start promptly at the designated times listed. It is highly recommended that you and your guests arrive 20-30 minutes prior to your first activity (please check with Birthday Party Coordinator to confirm your set-up time) to ensure that everyone makes it to your first activity on time. If anyone arrives after the show has started, they will be escorted into the theater at the discretion of the House Managers. If they arrive too late to view the show or participate in the workshop, you will be given rain checks for those unused tickets.

**What if I need to cancel or reschedule my party?**

If the party is cancelled less than one month prior to the party date, the party room rental fee is nonrefundable. Once payment is made, tickets are nonrefundable as well. If needed, rain checks will be issued for the unused tickets.