

Ridgeland Common Recreation Complex: Pool and Ice Arena Birthday Party Information



Frequently Asked Questions - (FAQ's)

Q: Will the room be set up and will staff be available to help me decorate?

A: We will have the appropriate number of chairs and tables ready upon your arrival. Standard procedure will allow for 4-5 tables and 20 chairs. Any additional tables and chairs must be requested in advance and is based on current availability. Decorating the room to your specifications must be done by the party host. Staff will not be available to help.

Q: Can I bring my own decorations? How early can I get into the party room?

A: The party room will be available to you 30 minutes prior to your party. You're welcome to use your own decorations and/or paper products in the party room. To preserve the integrity of our party rooms, we do not permit silly string, confetti, or craft projects that involve pens, markers, paint, glue or glitter. Sticky tack must be used to hang decorations. There is up to a \$100 charge for damage.

Q: Will the party attendant help entertain and supervise the party participants?

A: The party attendant is responsible only for checking in participants, transitioning them to/from the activity and room, and helping with the activity room celebration. They will assist with handing out food and clean up. The host family is responsible for acting as chaperones during the party activities.

Q: Who is included in the party package?

A: Each party package includes the set amount of participants. Participants include the birthday child and invitees of the party. Party packages also include 4 immediate family members (parents and siblings). To add immediate family members to the party, please seek approval prior to the party date.

Q: We have extended family members and parents of guests who would like to stay for the party, are they included?

A: These parties are meant to be for children to celebrate. Any additional family members or parents who want to stay for the party are subject to the discounted party admission rate of \$4. They will receive a party hand stamp.

Q: What are the wristbands and hand stamps for?

A: Wristbands help us identify those people who are with the birthday party since the parties are held during public sessions. Only those people with a wristband or hand stamp are given access to the party room. They are helpful to track their participants during the activity, provide skate rental, and help guards enforce pool access.

Q: We want to invite a child not in the age category of the party, is that okay?

A: With approval from Pool and Rink Management, we will allow those not in the party age group to participate. However, we do not allow anyone under the age of 3 or over the age of 17 to participate. Those falling outside the age range of the party are required to follow any party age specific policies. (i.e. discounted party admission rate).

Q: How early should I tell my guests to arrive?

A: Please ask them to arrive 10 minutes prior to your party to allow appropriate check-in, waiver completion and to receive a wristband or hand stamp.

Q: Is each guest required to have a signed and completed waiver?

A: Yes, each participating child must have the birthday party waiver signed by a parent/guardian at their arrival to the party. The waiver sheet will be provided to your guests by the party attendant to sign as they enter the building to drop off their child. No exceptions will be given to participants without a signed waiver. Hosts may not sign or vouch for another parent and verbal consent will not be considered. Participants who are carpooling and arriving without their parents must bring the signed waiver with them.

Q: Can we start in the party room?

A: No, we have found that a belly full of food is not good before activity.

Q: Can I spend more time than the designated time in the pool/ice arena or in the party room?

A: Yes, party time can be spent as the host sees best fit.

Q: After the party is over, can participants go to the remaining time of the public skate or swim?

A: Ice Arena Parties: Yes, participants may stay the remaining 30 minutes to skate only.

Pool Parties: No, participants must leave the facility. If they wish to stay for any remaining time, they must exit and pay the entry fee to re-enter the facility as a regular patron.

Ridgeland Common Recreation Complex: Pool and Ice Arena Birthday Party Information



Items **TO** Bring:

Cake
Pre-Packaged/Catered Food & Drinks
Tablecloths
Plates, Cups, Utensils, etc
Cake Knife (item to cut cake with)
Candles
Lighter or Matches
Decorations & Sticky Tack
Party Favors

Items **NOT** to Bring:

Pets
Confetti
Glitter
Party Feathers/Boa
Piñatas
Sparklers
Silly String
Tape

Items **WE** Supply:

Refrigerator, Freezer, Sink
Tables and Chairs
T-Shirt for Birthday Child
Trash Removal
Party Favors (\$5 per participant)
Mascot Appearance (\$25)

Party Schedule:

Time	Event
30 Minutes prior to party	Check in with staff Decorate Party room
10 Minutes prior to party	Guests arrive Complete Waiver Receive Skates (if needed)
1½ hour in Pool/Ice Arena	Take part in Public Swim or Skate
Last ½ Hour	Party Room for food/dessert

Ridgeland Common Recreation Complex
Pool Party Agreement



Reservations/Payment Information:

- Reservations can be made through fax, mail, on-line or in person. No reservations are accepted over the phone.
- A party is not scheduled or reserved until both a full payment and this signed agreement sheet are received.
- Party Prices: **Pool Ages 4-5:** \$225R/\$340NR includes 8 people; **Pool Ages 6-16:** \$250R/\$375NR includes 15 people. All parties are two hours long. **Those wishing to stay at the facility after the party has ended must exit and pay general admission fee.**
- Additional Options: Additional Participants: \$10 each until party maximum (**Pool Ages 4-5:** 16 max, **Pool Ages 6-16:** 20 max), Party Favors: \$5 each, Mascot Appearance: \$25.
- Parents/Guardians wishing to stay and swim with their child for the duration of the party may stay at a discounted admission rate of \$5, but must approved as part of the party prior to swimming and receive a hand stamp from the PDOP staff host.
- Additions to the party package must be finalized 48 hours prior to the start of the party. Any additions (participants, favors, mascots, family members) will not be added to the party after this time.
- Party packages include four (4) immediate family members (parents and siblings) and should not be included as additional participants above 15. Additional immediate family members must be approved in advance. Anyone in addition to the immediate family members and party participants are subject to the discounted party admission rate and must exit the facility when the party is complete.

Cancellations/Refunds:

- No refunds are given within 48 hours (or on the day of the party) if the attendance is less than expected. Refunds are not provided if participants choose not to or are unable to take part in the activities.
- All party cancellations incur a 50% of the party cost surcharge. Within 2 weeks prior to the party, no refund is available.
- Rescheduling must occur two weeks prior to the party. Due to limited space and time, there are no rescheduling guarantees. Within two weeks prior to the party, no rescheduling is available.

Party Details and Format:

- Birthday child must be turning ages 4-16. Participants must be at least 3 and no older than 17. Participants outside the age group of the party are expected to follow any package specific policies, (i.e. discounted party admission rate).
- These parties are for children to celebrate. To hold a large family party, please rent one of our activity rooms.
- The party host will have access to the room 30 minutes prior to the start of the party.
- We ask that party participants arrive 10 minutes early to allow time to check in and sign the waiver. They are not allowed in the party room until the party host arrives.
- Party guests will gather in the party room and at the start of the party will be escorted by the party host to the pool for the first hour and a half. The party host is responsible for supervising participants during the birthday activity.
- After the party activity, guests will gather in the party room for the last half hour of celebration. Only those with a party wrist band or hand stamp may enter the party room. During this time, the party host can serve food and dessert or open presents. If a mascot appearance is purchased, they will attend during this time.
- Time in the party room or activity area cannot be extended, however you may substitute pool time for time in the party room.
- Participants are not allowed back into the pool once the party room activities have started.
- The host parent is responsible for all children attending the party. They must wait until all party children have been picked up.

Food, Drink and Room Policies:

- There is an incidental charge of up to \$100.00 if damage occurs to the facility by the party host or guests.
- Host is responsible for providing decorations, tablecloths, tableware, and food/drink.
- Only catered, prepackaged, or delivered food is permissible, no homemade food allowed (exception: party dessert).
- Be aware of your participants' food allergies. It is the responsibility of the party host to provide the appropriate foods.
- Food and drink are allowed only in the party room. No alcohol allowed at the party or on Park District premises.
- Host is encouraged to set up/decorate the party room 30 minutes prior to the start of the party. Tape is not allowed to be used to decorate. Sticky tack is the only acceptable adhesive to decorate the party room.
- If music is played in the party room, the volume must be kept low and run by the PDOP staff party attendant.

Facility and Participant Policies:

- All party participants are required to have a waiver signed by their parent or guardian prior to participating. No participant may take part in the party activity without a completed waiver. Waivers will be presented on a sign in sheet the day of the party. Party hosts may not sign or vouch for another parent. Verbal consent will not be considered.
- All participants and family members are required to wear the birthday party wristband/hand stamp upon entry to the facility. Only the amount of guests and family members reserved for the party will receive a wristband. Those parents wishing to remain and swim at the party must have a hand stamp issued by the PDOP party host in order to stay.
- The host family is responsible for supervising participants during the party activity and in the party room.
- All party guests and hosts must be respectful of staff, the facility and other patrons using the facility. Party participants and hosts are required to follow all policies set forth by the facility. If at any time a party participant exhibits inappropriate verbal or physical behavior that compromises their safety or the safety of another person, the child will be dismissed from the party.
- Pool Parties ages 4-5 are only allowed to use the Wading Pool, they are NOT allowed to use the main tank.
- Pool Parties ages 6-16 are only allowed in the main tank of the pool. While the diving boards are open, the party host should use extreme caution and restrict those without strong swimming abilities from using the diving boards.

I have read, understand and agree to all of the above information and policies. I understand this is in addition to the Waiver & Release of Claims completed during the reservation process.

Signature: _____

Date: _____

Office Use Only: Party Name: _____

Party Date: _____

