



Birthday Party Policies

Thank you for choosing The Wonder Lab for your birthday celebration! We are excited to have your child and guests join us for this special day. This document includes all the information you need to know, but if you have any questions, please don't hesitate to call us at **919-213-8527** or email us at birthdays@wonderlabdurham.com.

Reservation Process & Timeline

Step 1: Reserve your date and time on our website and pay the \$100 non-refundable deposit.

Step 2: Fill out the reservation form that you receive via email after booking. In this form, you can select the add-ons you are interested in and provide us with other details for us to prepare for your party. This email will also contain a copy of our birthday party policies.

Step 3: If we have not received your reservation details form we will contact you about 2 weeks prior to your party as a reminder. Once we have your form, we will email you 10 days before your party to confirm your reservation, add-ons, and final headcount. At this time we will also send you an invoice for the remaining balance, plus selected add-ons.

Step 4: The remaining balance is due 5 days before your party. If we do not receive payment 5 days prior to your party, we will release your reservation.

Step 5: It's party time!

Guest Count and Ages

Our facility is limited to a maximum of 48 guests (adults and children) due to fire code restrictions. Our party packages are limited to 16 children total. All children between the ages of 1 to 12 count toward this total. Babies under the age of 1 do not have to be counted in the total number of children or the 48 person maximum capacity. Our play space is designed for children ages 6 months to 6 years. Older siblings are welcome as long as they are mindful of younger guests and adhere to our conduct policy.

Sample Party Itinerary (9 a.m. party)

8:45 (15 mins.) - Birthday family arrives early and to set up the party room

9:00 (45 mins.) - Guests arrive, play in the play space

9:45 (30 mins.) - Everyone heads to the party room to eat and sing happy birthday

10:15 (35 mins.) - Head back to the play space to play

10:50 - Clean-up time begins, guests start to pack up belongings and put on shoes (if goody bags are selected as an add-on, they will be passed out as guests leave)

11:00 - Party ends and all guests must be out of the facilities in order for the next birthday party to begin as scheduled

Birthday Toolkit

We have several items that we can lend to you free of charge for your party. Ask a staff member if you need any of the following:

- Cake knife
- Cake server
- Birthday candles
- Lighter
- White masking tape
- Banner hooks
- Suction hooks
- Pizza cutter
- Drink buckets (2)
- Cupcake stands (3)

Sock Policy

In order to maintain a clean and sanitary environment for our youngest customers, we require everyone to wear socks while in our play space and party room. Please let your guests know that socks are required for everyone. In the event that someone forgets to bring socks we will provide them for party guests free of charge. Everyone also has the option to wear shoe covers,

provided for free of charge, over their shoes. Guests are always welcome to bring their shoes over to the bathroom if they wish, but we work hard to keep our floors as clean as possible.

Conduct Policy

The Wonder Lab is an inclusive space where all are welcome. In order to maintain our community atmosphere, we expect our adult and child guests to remain respectful toward each other and our staff at all times. Disrespectful behavior may include verbal and physical confrontations, unacceptable language such as derogatory remarks or swear words, and destructive actions that impact our play space. This type of behavior will not be tolerated and will result in you and your guests being asked to leave immediately. Your party host will attempt to diffuse more minor situations, but ultimately, the responsibility to manage guests belongs to the adult who created the reservation.

Please note that all children must be supervised during birthday parties at all times. There must be a waiver on file for every child indicating who their guardian is while in our facilities. There must be at least 1 adult for every 4 children in the play space.

Food & Drink Policy

You are welcome to bring outside food and drinks to our facility to enjoy during your party, or you may select food and drinks as add-ons through your reservation. We do not allow alcohol at our facility. All food and drinks apart from water must stay in the party room to keep our play space as clean as possible. Adults may bring beverages with lids in the play space, but we ask that you stay aware of your cups and discard them when you're done so that they don't get knocked over.

Our party hosts are there to assist with clean-up from your party. We will throw away trash, wipe down tables, and vacuum floors as needed after each party. We do not allow piñatas, confetti, or glitter in our party room. Candles are permitted only for cakes or cupcakes. If your party results in an excessive mess that requires carpet cleaning or takes longer than 15 minutes to clean up, we will charge a \$50 cleaning fee.

Party Duration

All birthday parties at our facility are scheduled for two hours. The birthday family may arrive 15 minutes before your scheduled time to start setting up decorations. Your party must exit our facility by the end of your party time. Late departures will negatively impact the next guests' visits and/or the staff's cleaning time. If anyone in your party stays past the 2-hour reservation period the party host will be subject to a \$50 late departure fee.

Reschedule Policy

- You may reschedule your party up to 3 weeks before your reservation day for no additional charge.
- You may reschedule your party less than 3 weeks but more than 5 days prior to your reservation day for a \$50 rescheduling fee. You can also reschedule your party past the 5 day mark for an additional \$20 per day. For example, if you reschedule your party 4 days prior, the total fee is \$70 (\$50 fee + \$20), 3 days is \$90 (\$50 + \$20 + \$20), etc.
- Please note, add-ons cannot be refunded for parties that are rescheduled 3 days or less from the day of the party.

Cancelation & Refund Policy

- Cancelations **at least 5 days before** the day of the party will receive a full refund minus the \$100 non-refundable deposit.
- Cancelations less than 5 days, but more than 3 days prior to the day of your party will only receive a refund for any add-ons selected (if applicable)
- Please note, add-ons cannot be refunded for parties that are canceled 3 days or less from the day of the party
- There are no refunds available for any cancelations on the day of the party

Payment in full for your party (including any add-ons) is due 5 days before your party. **If we have not received your payment 5 days before your party day the reservation will be released and the time slot will be made available for others to reserve**

We do not provide refunds due to illness or inclement weather. In the event of extreme weather we will contact you directly.