



What is required to hold a party date?

A \$100 non-refundable deposit is required which we can take in person, or over the phone with a Visa or Mastercard.

Can we change our date or cancel our party once we put down our deposit and get credit towards a future party or visits?

I'm sorry but the deposit is used to hold your party date and we do not refund or credit for any changes or cancellations.

Do we need to know which party package we want to hold a date?

No, you are welcome to hold the date and choose your package later.

What is the maximum number of kids allowed at the party?

30, however it does start getting a little busy in there in the mid-twenties.

At what age do you consider children as guests?

We start counting children as guests at 9 months on the young side. We don't have a formal age on the high side, we base it on whether the children are playing during the party or sitting with the adults.

What is the maximum number of adults allowed at the party?

We don't have a formal maximum but a suggested one of 40 adults.

Are we able to bring in outside food and drinks?

Yes, you may bring in any outside food. Our only restriction is no alcohol.

Do you provide anything in your party packages for the adults?

No, however you are welcome to bring in food, non-alcoholic drinks and paper products for them.

May we bring in our own balloons?

Yes, you may bring in your own pre-filled helium balloons but they need to be weighted down as our ceilings are so high we cannot get them down if they get loose.

If we bring in the balloons can you fill them up for us?

Yes, we will charge you 50 cents per balloon if they are 12 inches or smaller and we will provide the string and the weight. The price goes up according to the size of the balloon. We do ask that you drop those off ahead of time so we can have them all blown up before you get here.

Can we extend our party time to 3 hours?

No, we do not extend parties past the 2 hours, however you are welcome to book 2 party spots for a total of 4 ½ hours. There is no discount for this and a \$200 non-refundable deposit is required.

If we pick a package with a cake but don't want it, can we bring in our own?

Yes, we will deduct \$20 from your balance if you bring your own cake.

Is there anything else we can exchange or get credit for if we don't want something in the package?

No, only the cake.

Do adults/kids need socks even if they aren't going to be on the play equipment?

Yes, all adults and kids are required to wear socks to enter the play area.

Are we allowed to bring in outside entertainment?

Yes, you are welcome to bring in your own entertainment, we simply ask that they don't bring anything such as confetti, glitter, or silly string – basically anything that makes a mess during the party that is difficult for us to clean up.

May we bring in a piñata?

You are welcome to bring in a pull-string piñata, we do not allow one you hit with a bat. We do not have anything to tie it to so a tall adult in your party may stand on a chair and hold it up. We ask that you only put toys and/or candy inside the piñata, no confetti, glitter or tiny streamers.

Is gratuity included in the package price?

No

What is the typical gratuity the assistants receive?

Most often they receive 15 – 20% of the package price, but that amount is completely at your discretion.

Can we come by and take a tour of the facility and do we need to make an appointment?

You may come by and take a tour of the facility Monday through Friday and no appointment is necessary. We do not allow anyone to walk through the facility on weekends when the private parties are going on.

Please feel free to call us at 626-799-0304 or email amy@amysindoorplayground.com with any additional questions.