

# Birthday Parties at Frost Science Frequently Asked Questions

# 1. What does the birthday party experience at Frost Science look like?

We have birthday parties down to a science! Our party packages are designed to take the hassle out of party planning so you can relax and celebrate with your child. You and your guests will enjoy celebrating in a private birthday party room for two hours, along with all-day general admission to the museum's exhibitions, and exciting science demonstrations and hands-on activities organized by facilitators from the Frost Science education team. You can choose from one of our exciting party packages to make the experience completely unforgettable: Extreme Physics, Cool Chemistry, or Feathers to the Stars.

# 2. What are the catering options?

Constellation Culinary Group is Frost Science's exclusive caterer. They offer two birthday party menu package options to accommodate all your needs. Food and beverages are served buffet-style, allowing guests to help themselves as they please. Food stations will be attended by a single server, ensuring that all needs are met. The selected food and beverage items are priced and quantified based on guest count. Platters and food disposables are all included. No outside food or beverage is allowed except for the birthday cake.

# 3. How many guests can attend?

We offer two birthday party packages options based on the number of guests in your party. You can choose a birthday package for up to 35 guests (guest count must include at least two parents/caregivers) or up to 55 guests (guest count must include at least four parents/caregivers). If you are looking to host a birthday party for more than 55 guests, please reach out to us at <u>birthdays@frostscience.org.</u>

# 4. How do I book a birthday party for more than 55 guests?

Please fill out our Event Request form here for a customized quote or contact us at birthdays@frostscienece.org

# 5. How much does a birthday party cost?

We have party packages for 35 guests and up to 55 guests. For more information, please visit <u>frostscience.org/birthday.</u>

# 6. What happens if I was not offered the time frame I requested?

The party times have set schedules and cannot be altered. We apologize for any inconvenience this might cause. The time(s) and options(s) provided represent all remaining availability on the day you selected. Birthday party times are 11:00 a.m. – 1:00 p.m. and 3:00 p.m. - 5:00 p.m. and are available on weekends only.

# 7. How far in advance can I reserve my party?

We accept birthday reservations six (6) months in advance. We unfortunately cannot accept any last-minute reservations.

# 8. What happens if my guest count changes?

Upon booking a birthday party, our policy will be in effect for all parties. Birthday party rentals can hold up to 55 guests. You can select a package for up to 35 guests or for up to 55 guests along with your party theme selection. The final count must include all children and adults attending the party. A final guest count will be taken by your host the day of the party, as they will receive wristbands to enter the museum. You will be subject to additional costs should you have any additional guests in attendance that are in excess of the package allotment. Additional guests in excess of the package allotment may not be accommodated as room space and materials may be limited. Admission of additional guests will need to be approved by the events team.

#### 9. How do I change date and times?

Please email <u>birthdays@frostscience.org</u> with your confirmation email and reservation date to make any updates/changes to your party reservation. Please note that date and time changes are subject to availability.

#### 10. What if we want to stay longer than two hours?



Birthday parties are based on a two-hour rental. You will also have 30 minutes to remove all gifts and personal items from the birthday party room after the party end time. Guests are always welcome to stay and explore the museum after the event.

### 11. What does the room set up include?

Parents are welcome to arrive up to 30 minutes prior to the scheduled party time for set-up. The room will be set up with chairs, tables, and table linens supplied by the museum.

### 12. What items are not allowed?

Basic birthday decorations will be supplied by the museum, such as linens and a digital TV birthday banner. Personal décor is allowed, however, for the safety and wellbeing of our animals and the environment, <u>NO BALLONS OF ANY</u> <u>KIND, CONFETTI, PINATAS, STRAWS, SILLY STRING, or STREAMERS</u> are allowed. You may bring your own tabletop decorations. Nothing can be hung from the celling or taped to the walls.

### 13. Can we purchase goodie bags?

Absolutely! You can purchase goody bags from the museum's <u>Science Store here</u>. They will be delivered to the birthday party room before the event start time.

### 14. Is there a payment deposit needed to reserve?

No, payment needs to be made in full at the time of booking. Please note that all sales are final and there are no refunds.

### 15. Do you provide invitations?

Yes, we provide a free digital PDF invitation template on our website. They can be <u>accessed here</u>. You can share them with your party guests as needed.

# 16. What is the cancellation policy?

Please note that all sales are final and there are no refunds. Cancellations received more than 10 days prior the party date will be transferred to another date if one is available within 6 months of the reserved date of the party that was cancelled. No transfers issued for cancellations made less than 10 days prior to the party.