

FREQUENTLY ASKED QUESTIONS

Q: Who do we contact before the party with any questions or concerns?

A: You can always contact Nicole Chapman Birthday Party Coordinator at 336-712-2000 x 143.

Q: How long are the Game Time and Gym and Swim Parties?

A: These parties are 2 hours from 4:00-6:00pm.

Q: How long are the Rock Star, Pirate, and Princess Parties?

A: These parties are 1 ½ hours from 4:00-5:30pm.

Q: Does the YMCA provide any refreshments or the cake?

A: The YMCA does not provide any food or beverages including the cake.

Q: Can we have pizza delivered or brought in?

A: Of course you may always have any food that you like. Please as a courtesy let the coordinator know to set enough time aside.

Q: Do we have to show up early to set up the room?

A: The hosts will have the room decorated and ready for your arrival.

Q: Is there a freezer for the ice cream?

A: We have a freezer and fridge for you to use. We also have an ice machine. Please let your host know your needs prior to the party.

Q: Do we have to clean the room?

A: Our very helpful hosts will take care of all the cleaning.

Q: Can we substitute the games for extra pool time?

A: At this time no.

Q: Do we have to play these specific games listed?

A: The parties are extremely flexible and we can play any games you might think your child would enjoy. Just please discuss this with your host prior to the party date.

Q: May we cancel at any time and receive a full refund?

A: As stated on the contract it is a non refundable \$50.00 deposit.

Q: Does each child have to be swim tested before going into the pool or wear a float belt?

A: All children must wear swim belts and stay in the shallow end of the pool from ages 3-16. If children ages 6-16 want to swim in the deep end or swim without a float belt they must be given a swim test by the lifeguard and pass the GREEN test.

Q: Do you supply candles?

A: We only have an emergency supply.

Q: Can we bring our own decorations or themed items?

A: You may always bring any decorations you may like such as balloons. If you would like a specific theme for example a Cars party you are always welcome to drop off these items a week before hand to Nicole to have them for you scheduled date.

Q: Do you have goodie bags or can we make our own?

A: The YMCA supplies goodie bags but you are always more than welcome to make your own and incorporate our items with yours. Please just contact Nicole two weeks prior to the party if you chose to do this.

Q: Where should the children be picked up after the party.

A: If it is a Game Time or a Gym and Swim Party we ask that the parents arrive prior to 6pm to receive their children from the pool. If it is a Rock Star, Pirate or Princess Party they can be picked up from the Kid Kare room at 5:30pm.

Q: Do the older children or siblings of guests count in the 20 children allowed?

A: Yes, if they are children who are involved in the party.

Q: Do you have a cake server or ice cream scoop?

A: Yes we have both.

Q: Do the hosts go into the changing room with the children before the pool?

A: NO, the hosts will not be able to help you in this matter. It is policy that an adult help the children change for the pool. We ask to have some parent volunteers.

Q: Do you supply the costumes for themed parties?

*A: For the pirate parties we supply eye patches and bandannas. The bandannas need to be returned at the end of the party but the children are more than welcome to keep the eye patches. The princess party guests are given crowns and wands to keep. We **do not** supply princess costumes.*

Q: How far in advance do I need to book a party?

A: All parties must be booked 2 weeks in advance.

Q: Can we add the pool to a Pirate, Princess or Rock Star Party?

*A: For a \$40.00 fee you may add 45 minutes of pool time. *This must be added no later than two weeks before the scheduled date of the party.*

Q: Can we add an additional 30 minutes of swim time to a Game Time of Gym and Swim Party?

*A: With prior approval you may add an additional 30 minutes to these pool parties. This will extend the party until 6:30pm. * This must be done no later than two weeks before the scheduled date of the party.*

Q: Is there a charge for more than 20 children?

*A: For every child after 20 there is a **\$5.00 charge per child.***

Q: When is final payment due?

A: Final payment is due the day of the event. Your host will do a head count for anything over 20 to ensure the proper amount is collected.

Q: Can the parents go into the pool with the children?

A: Of course parents are encouraged to enjoy the pool with their children.