

## **BIRTHDAY PARTY FREQUENTLY ASKED QUESTIONS**



**BUTTERFLY  
PAVILION**

### **What are my options for booking my child's party?**

- Parties are held at Butterfly Pavilion on Saturdays and Sundays. Room rentals last 90 minutes and can be scheduled 9:30 - 11:00am, 12:00 - 1:30pm, or 2:30 - 4:00pm. We suggest booking your party as far as in advance as possible to ensure getting your ideal date and time.
- We offer a base caterpillar package, and any other package options you choose will be an add-on to the original party price.

### **What if I would like a party on a different day of the week?**

- You are still welcome to bring your group and enjoy our exhibits, but due to additional activities that happen during the week, we are unable to provide party rooms any day other than Saturday or Sunday.

### **Do I have to count adults in my number of attendees?**

- Yes. All attendees age 2 and up count towards your party attendance.

### **What if I do not know the exact number of guests when I make my reservation?**

- When making your reservation, choose the package size based on your best estimate. Always overestimate rather than underestimate.

### **When do I need to give you my total number of guests?**

- Two weeks before your party date final numbers, final payment, and signed contract are due. Any additional guests above the 30 and up to 39 people will be added to your reservation and charged at the group rate of \$10/adult and \$6/child. On the day of your party, the final number of guests will be taken and if you have any additions, those individuals will need to purchase a ticket at the group rate. This purchase can take place at the front desk.

### **What are your guest minimums and maximums?**

- We have three different packages based on the number of guests in attendance.
- The first package accommodates 30 people. Any additional guests above the 30 and up to 39 people will be added to your reservation and charged at the group rate of \$10/adult and \$6/child. On the day of your party, the final number of guests will be taken and if you have any additions, those individuals will need to purchase a ticket at the group rate. This purchase can take place at the front desk.
- Our second package accommodates 40-60 people.
- Our third package accommodates 61-75 people.
- For parties with the number of guests being 40 or more, contact [mmathew@butterflies.org](mailto:mmathew@butterflies.org) or [parties@butterflies.org](mailto:parties@butterflies.org) for pricing information.
- You may choose the caterpillar, butterfly, or spiders and friends package for any party size!

**What if some of my guests want to pay for themselves?**

- Payment will be taken from one card, the contact person for the party. If a different solution is needed, please contact us at [parties@butterflies.org](mailto:parties@butterflies.org).

**What if I or some of my guests are members?**

- All party guests, including anyone who is a member, will be included in the attendance count and must be paid for. If you are a member, we offer a member discount on party package pricing at booking.

**How do I make sure people do not bring their whole family to the party?**

- We suggest including wording like this in your invitation: “This invitation includes the birthday party and admission to Butterfly Pavilion exhibits for one child and one parent. You are welcome to bring other members of the family, but they will need to pay admission for their party.”

**Can we come early to set up?**

- You can have access to your party room beginning 30 minutes before your party start time. Due to other activities, we are unable to allow you access any earlier (Note you may have to wait a few minutes so your party host can clean the room from a previous party before your party may enter). Our rooms are decorated with artwork and bug displays already, but if you feel the need for more decoration, you are welcome to bring your own. *Please be aware that glitter of any kind and hanging things from the walls/ceiling are NOT ALLOWED in the party space! Balloons ARE allowed but must be put in the car after the party and CANNOT go into exhibits. NO open flames like candles or chafing dishes.*

**Do we have extra time outside of our 90 minutes to clean up the room?**

- Party guests will have 30 minutes prior to the start of the party to set up. You will not have extra time after the party and are expected to have your room cleaned up and all your belongings taken to the car by the end of your contracted time. *Staying late in your room will result in a \$75 charge for every 30 minutes you remain in the room due to impeding on the next group's time to set up, so please be mindful while managing your time with us.*

**Does Butterfly Pavilion provide food and drinks?**

- We do not provide any food, drinks, or cake-cutting knives. You are welcome to bring any food or drink you like (alcohol is prohibited) and any table service you need. We ask that you do not bring open punch bowls or snacks that can stain to protect our carpets (there will be a \$75 damages fee for any stains or damage that occur during the party). You can also have food delivered.

**How many tables are in the party room?**

- For seating, we provide five, 6-foot rectangle tables that seat six. There will also be wooden buffet tables available for food and presents. Tables and chairs will be placed out for you before your party set-up time, and your host will help you set up if wanted.

**Do you have refrigeration or a freezer for our party food?**

- No, we unfortunately cannot provide any refrigeration or freezer space. Coolers are allowed if they are watertight.

**Do you have a way for me to heat up my party food?**

- No, we cannot provide any kitchen equipment including a microwave or stove for your party. Crock Pots are allowed.

**Should we bring decorations?**

- The birthday parties are held in the classrooms and have artwork and insect specimens in them, and we also create a custom “Happy Birthday” sign to be projected onto the room’s whiteboard during the party. You can bring additional decorations, but nothing can be taped or pinned to the walls or ceiling. Glitter, piñatas, confetti, and silly string are not allowed, and bringing them may result in a \$75.00 damages fee being added to your bill.

**What do I need to bring with me the day of the party?**

- Please bring any food, drink, or decorations you may want for the party. If you would like party supplies provided by Butterfly Pavilion, it is a \$50 charge.

**What types of activities does Butterfly Pavilion provide?**

- In addition to Exhibits access, the Butterfly package and Spiders and Friends package both include an animal encounter! The Butterfly package will include a personalized butterfly release and the Spiders and Friends package will include an in-classroom arachnid encounter. Butterfly Pavilion can also provide activities such as a scavenger hunt or story time, upon request.

**Do we have to visit the exhibits during our 90-minute party time?**

- Due to the schedules of the parties, we recommend waiting to visit exhibits until after your party time. You are welcome to send your guests into exhibits during the party time if you choose, but please keep in mind that it may be challenging to bring everyone back in time to be able to complete the activities included in your party package. Once your party is finished, you can stay in the exhibits until we close at 5 pm.

**Where do we and our guests go when we arrive?**

- You and your guests will go to the Private Events entrance, located under the green awning near the flagpole to the east of the main entrance doors. There will be signs outside the main entrance and at the end of the awning directing guests toward the correct door.

**What is your refund policy?**

- Cancellations with at least 30 days’ notice will be given a full refund, minus a 10% processing fee.
- Cancellations between 30 to 15 days’ notice will receive a 75% refund, cancellations between 15 to 5 days’ notice will receive a 50% refund and cancellations with less than 5 days’ notice will receive no refund.

- If Butterfly Pavilion must cancel your party for any reason, your party will be moved to an open party slot of your choosing at no cost to you. If Butterfly Pavilion cancels your party with less than 30 days' notice, a full refund will be given.