

BIRTHDAY PARTY FREQUENTLY ASKED QUESTIONS



**BUTTERFLY
PAVILION**

Booking Questions:

1. What are my options for booking my child's party?

- a. 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 in possible to ensure getting your ideal date and time.
- b. We offer a base caterpillar package, and any other package options you choose will be an add-on to the original party price.

2. What if I would like a party on a different day of the week?

- a. 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.

3. How can I tell what availability is like?

- a. When you submit your party request form, you will pick three dates and times in order of preference, and we will reach out to you to confirm which date works.

4. Can I book and pay over the phone?

- a. Unfortunately, we do not book parties or accept payments over the phone. Please fill out the party request form and we will contact you within a few days after you fill it out.

Party Attendance:

1. Do I have to count adults in my number of attendees?

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

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

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

3. When do I need to give you my total number of guests?

- a. Two weeks before your party date final numbers, final payment, and signed contract are due. Any additional guests over 30 and up to 39 people will be added to your reservation and charged at the group rate of \$11/adult and \$7/child. On the day of your party, the final number of guests will be taken and if you have any additions, you will need to pay for additional tickets at the group rate at the end of the party.

4. What are your guest minimums and maximums?

- a. We have three different packages based on the number of guests in attendance.
 - i. The first package accommodates 30 people. You can have up to 39 guests for this package (cost is extra for over 30 guests)
 - ii. Our second package accommodates 40-60 people.
 - iii. Our third package accommodates 61-75 people.
 - iv. For parties with the number of guests being 40 or more, contact parties@butterflies.org for information on scheduling (please still fill out the party request form)
 - v. You may choose any package for any party size!

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

- a. 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.

6. What if I or some of my guests are members?

- a. 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.

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

- a. 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.”

The Party Room:

1. Can we come early to set up?

- a. 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.
- b. **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.
- c. **NO open flames like candles or chafing dishes.**

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

- a. 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.

3. How many tables are in the party room?

- a. 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.

Food and Drink:

1. Does Butterfly Pavilion provide food and drinks?

- b. 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.

2. Do you have any recommendations for where to order pizza in the area?

- a. Yes! We have partnered with INFINITUS PIE to bring amazing quality to your party! To order delivery, simply fill out their form and a representative from their team will help customize an order that is perfect for your group
 - i. [Pizza order form](#)
 - ii. **This order is not through Butterfly Pavilion, we will not be ordering the pizza for you, and you cannot pay through our organization.**

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

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

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

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

Logistics:

1. Should we bring decorations?

- a. 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 that includes the birthday kid’s name and the party schedule.
 - i. 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.

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

- a. 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.

3. What types of activities does Butterfly Pavilion provide?

- a. 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 at no charge, upon request.

4. Can we visit the exhibits during our 90-minute party time?

- a. 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.

5. Where do we and our guests go when we arrive?

- a. 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.

6. What is your cancellation policy?

- a. If you cancel a Birthday Party, Butterfly Pavilion will retain a non-refundable US \$50 room deposit.
- b. Cancellations with at least 14 days notice will be given a full refund, minus the \$50 deposit.
- c. Cancellations with less than 14 days notice will receive a refund of 50%
- d. Cancellations less than 7 days prior will be non-refundable.
- e. 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 or you will be given a refund, minus a \$50 room deposit charge.