

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 2 hours and can be scheduled 9:30am-11:30am, 10:00am-12:00pm, 12:30pm-2:30pm or 1:00-3:00pm. We suggest booking your party as far as in advance in possible to ensure getting your ideal date and time.
- b. We offer two different types of birthday parties:
 - i. **Group Sales Rate Birthday Party**
 1. This is ADMISSION TICKETS ONLY, if you would like to invite a group to Butterfly Pavilion, and do not need a room for activities or food, this option is best for you! Pay by the person at a discounted party rate of \$12/child, \$16/adult/senior, and children under 2 are free! This option can be booked any day of the week. Please use this link to book your group tickets: [Link](#)
 - ii. **Birthday Party Packages:**
 1. Reserve a party room for two hours with tables, chairs, 30 or more admission tickets, and a party host to make sure everything runs smoothly! You can also choose packages with live animal encounters and/or invertebrate activities!

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

- a. Group Sale Rate Birthday Parties are available every day of the week.
- b. Birthday Party Packages are mainly offered on Saturday and Sunday due to additional activities that happen during the week, but you may inquire about our availability for a weekday afternoon party by emailing education@butterflies.org

3. How can I tell what availability is like?

- a. When you open the birthday party registration page, you can see all our available dates. If the time you are looking for is not on our website, then it is not available.
- b. If you are looking to book a party for 40 or more people, you can email us at parties@butterflies.org to find out our availability.

4. Can I book and pay over the phone?

- a. Unfortunately, we do not book parties or accept payments over the phone. We send out payment links to your email that can be paid online.

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 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 \$14/adult and \$10/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. There is no discount for having less than 30 people in your party.
 - 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.
 - b. For group sale parties, the minimum is 10 people in a party
- 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.

- i. **Please be aware that glitter of any kind, helium balloons, and hanging things from the walls/ceiling are NOT ALLOWED in the party space!** Other decorations ARE allowed but all party materials and food must be put in the car after the party and CANNOT go into exhibits.
 - b. **NO open flames like candles or chafing dishes.**
- 2. **Do we have extra time outside of our 2 hours 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 30 chairs, 4 tables that are 48"x 24" and 4 tables that are 40"x 24"
 - b. There are also buffet tables available for food and presents.
 - c. 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?**
 - d. 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 pizza 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 Ordering through Infinitus PIE](#)
 - 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, like 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, helium balloons, 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.

3. Can Butterfly Pavilion provide supplies for the party?

- a. Yes! We can provide party supplies such as plates, napkins, cups, forks, knives, spoons, and themed tablecloths. If you would like party supplies provided by Butterfly Pavilion, it is a \$50 charge for a regular party, and \$75 for a party that is 40 or more people.

4. What types of activities does Butterfly Pavilion provide?

- a. With each party you can request a free scavenger hunt for the kids to complete in the exhibits, and a free story time.
- b. In addition to exhibits access, the Butterfly, Spiders and Friends, and Bug Hunt packages include an animal encounter.
 - i. The Butterfly package will include a personalized butterfly release
 - ii. The Spiders & Friends package will include an in-classroom arachnid encounter.
 - iii. The Slime package includes a “Does it Slime?” game facilitated by a party host, and slime making.
 - iv. The Bug Hunt package offers an outdoor walk through the gardens to find and catch bugs.
 - v. Butterfly Pavilion can also provide activities such as a scavenger hunt or story time at no charge, upon request.

5. Can we visit the exhibits during our 2 hour party time?

- a. We recommend waiting to visit exhibits until after your party time, but you are welcome to send your guests into exhibits during the party time if you would like. Keep in mind that it can be challenging to bring everyone back in the room 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.

6. 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.

7. What is your cancellation policy?

- a. Cancellations with at least one-month notice will be charged a 10% processing fee, and the remainder of the cost will be refunded to the customer.
- b. Cancellations with at least 3 weeks notice will receive a 50% refund.
- c. No refund is given for cancellation with less than 3 weeks notice.
- d. All cancellations must be made via e-mail to the Registration Manager at education@butterflies.org
- 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 full refund.