

# IMAGINATION STREET

## Special Event Terms & Guidelines

We are so excited you are interested in hosting your special event at Imagination Street! As part of our booking policy, the following terms must be acknowledged and agreed upon. We kindly and respectfully ask that these terms and guidelines be adhered to. If any of our terms are abused or not adhered to, we will be forced to make changes so please don't ruin a good thing for all. If you have any questions regarding our terms, please contact us prior to booking by phone or email [imaginationstreet.ankeney@gmail.com](mailto:imaginationstreet.ankeney@gmail.com).

Please note, these Terms and Guidelines, in conjunction with our rules of play mentioned on our website, in our facility, and in our waiver must be adhered to by you as the Event Host and all attending guest and are subject to change at any time and without notice.

### 1) Reservations, Deposit, Cancellation, & Rescheduling

- a) Guests may book their special event whether it be child's birthday party, children centered event, Baptism, Confirmation, etc.) We may also be willing to accommodate other types of events (child-centered or not) as well, just give us a call to discuss.
- b) Event bookings are typically available for booking up to 90 days in advance and no less than 7 days prior to your planned event date. If you are interested in a date further out than 90 days or within 7 days of the event date, please give us a call to discuss possible options.
- c) Private Event Packages:
  - i) Imagination Street's space was designed with the idea that multiple events could take place at the same time, one event utilizing our private party room and another using our play area and common area spaces (around our front desk). With that said, it is imperative the right package selection is made when booking.
  - ii) Unless offered or otherwise agreed upon in advance and in writing by Management, our Standard Party Package **DOES NOT** include use of our private party room and Imagination Street reserves the right to book a separate non-play event utilizing its private party room which may occur at the same time as your event. If this occurs, attending guests for each event will be limited to their respective party areas and the only common area accessible will be the restrooms. Attending guests for the other event will enter/exit directly into the party room as well so not to interfere with your event.
  - iii) Rest assured, at no time will Imagination Street host more than one private play event at a time, so your play time is private and exclusive for you and your guests to enjoy.
  - iv) If you wish to secure the entire facility, you must select the Upgraded package option.
- d) Semi-Private Event Packages:
  - i) When selecting our Semi-Private event option, you agree to share the play space with a limited number of open play guests followed by a private celebration. This most often will be held in our party room; however, Imagination Street, in its sole discretion, does reserve the right to move location to our common area tables if needed.
  - ii) We allow up to 12 children max (this includes birthday child and any siblings of birthday child) in the Semi-Private package. Attendees under 1/over 12 are excluded from this count; however, are required to have a waiver on file in order to enter play area.

- iii) If there are more children in attendance than the max allowed as referenced above, a surcharge of \$100.00 will automatically be added to the final bill. This is in addition to other applicable fees which includes but is not limited to open play admission costs and over capacity fees as defined in Section 2 below.
- iv) We do not allow any available open play spots to be booked by Party Host, expanding guest count. If we find any additional play spots were booked, reservations will be removed and no credit will be issued. If booked as a play pass user, your play pass(es) will be forfeited and deducted from account.
- e) Semi-Private bookings may not be changed into a private event unless the time slot is changed to a private event time slot option. You will not be allowed to keep the same time slot and change to a private event unless authorized by owner.
- f) A \$10.00 non-refundable booking fee and a \$150.00 non-refundable deposit is due at the time of booking to secure your requested date and timeslot. This deposit portion will be applied to the total package balance. The balance amount due and owing must be paid in full at the end of the scheduled party time including payment of sales tax on total package price (6%) and automatic gratuity (10%) for your Party Assistant(s). Event Hosts, at their discretion, are welcome to increase the gratuity amount for exceptional service, just let us know at time of checkout.
- g) Your deposit is non-refundable no matter how far ahead your reservation date or how far in advance you cancel. We do understand things happen so in the event you must cancel your event; we will attempt to work with you on rescheduling as long as there's availability. If rescheduling is not viable (within 12 months from original scheduled event date), the following rules will apply, no exceptions.
  - i) Events greater than 3 weeks away from event date will receive 100% credit of their deposit.
  - ii) Events 2 weeks to 7 days before event will receive 50% credit of their deposit.
  - iii) Events cancelled 7 days or less before the event will receive 25% credit of their deposit.
  - iv) Issued credits may be applied towards open play passes, memberships, or another private event package, if rescheduling is not viable.

## 2) Capacity

- a) Each of our packages states the number of total adults and children included in the package price. This includes the Host family. Please make note when making your event package selection as we cannot make any guarantees that we can accommodate additional guests after the booking is made. If accommodation can be made, changes to the total event price will change accordingly. Please contact us as soon as reasonably possible with any known changes in guest count or if you have any questions regarding capacity.
- b) If your total party count (adults/children, inclusive of Host family) exceeds the limit allowed for package, an additional charge of \$25.00 per additional 5 guests (age 1+) over will be added to your final bill and due at time of checkout.
- c) Our capacity for our play area is limited to 25 children max plus attending adults. This may differ from what the max allowed guests is for each package so please refer to the package details for specific guest allowances by package. If you are planning to have more than 25 children, please contact us to discuss prior to booking.

- d) We do allow event packages to be downgraded provided changes are made at least 2 weeks prior to the scheduled event. No downgrades are allowed within 1 week of event, unless downgrading to a Semi-Private event option in which case we have the ability to open up space for open play guests.

### **3) Event Itinerary**

- a) Your event booking is two hours in length. The first 80-90 minutes is for check-in and play time. Once play time is over, guests will transition to their designated gathering area to begin celebration time for approximately 20 minutes. Please plan accordingly to allow enough time for eating, cake celebration, and gift opening if you choose to do onsite. If you would like more time for celebrating, please let your Party Assistant know and guests will be gathered sooner to start the celebration.
- b) There will be no re-entry to the play area after the 90-minute play time expires. This allows our staff to reset the play area for the next event so please be courteous and remind guests not to re-enter the play area.
- c) If you would like to begin your celebration with play time to follow, we can make accommodations just let your Party Assistants know.
- d) The last 10 minutes of your 2-hour rental time is designated for guests to gather their belongings and exit. Our Party Assistant(s) will begin cleaning up the food and gathering things, while you begin to say goodbye to your guests, hand out goodie bags, etc.
- e) Following completion of the 2 hours, all guests shall have made their way to the exit. Event Host will have up to 15 minutes to pack up and we appreciate your cooperation in doing so to allow us time to clean and reset for the next event. If guests do not exit and the party extends beyond the 2 hours allotted, we will add an additional charge of \$25.00/per 15 minutes to your final bill. This amount will not be pro-rated.
- f) Occasionally you may have the option to extend your event time, but only if the schedule permits us to do so. Such a request may be made at the time of booking and up to one week prior to the event day. To extend, if the schedule permits, the rate is \$75 per half an hour (up to an hour max).
- g) At the completion of the event, the Event Host will be presented with the final invoice inclusive of any add-on charges added after original booking and/or day of event, sales tax and automatic gratuity. Event Host, at their discretion, may add additional gratuity for exceptional service provided by the Party Assistant(s), just communicate this at time of checkout. Final payment in full is due at completion of the event.
- h) Providing top notch service is extremely important to us and we value our guests, so if you have any issues or concerns, please do not hesitate to address while onsite or reach out to management following your event. We appreciate the opportunity to discuss any concerns prior to making a social media post and will do what we can to make things right.

### **4) Party Setup & Tear Down, Decorations**

- a) We allow Event Host to arrive up to 15 minutes for Semi-Private Events (up to 30 minutes for Private Events) before scheduled party time to discuss any last-minute details for your event and set expectations for you and your guests to ensure a smooth check-in process upon guest arrival. Thereafter, you may begin decorating and setting up for your event. Your Party Assistant(s) can assist with any setup as needed just let us know.

- b) Decorations are allowed but should be kept to a minimum. We do not allow tacks, sticky dots, or nails on our walls and use of tape should also be limited so not to mark up our walls. Items with adhesive already on them may not be used unless they are secured with an alternate tape that won't ruin the walls. Décor should be limited to items that can be placed on designated flat surfaces (entrance and dining tables). We do allow balloon arches. If you have any questions on décor and what may or may not be allowed, or if you are looking to bring something specific, please contact us ahead of time for approval. Any damage due to decor will result in a \$150.00 damage charge at time of checkout.
- c) For safety reasons as well as to prevent a big mess since our time to clean between parties is limited, we do not allow any of the following: confetti, glitter, pinatas, sparklers, etc. Again, if you have any questions about a particular decoration, please contact us in advance.
- d) For any personal decorations brought in, please clearly communicate to our Party Assistant(s) what you would like done with them at the completion of the event. (i.e. trash or pack up). Any décor left behind will be disposed of.

## 5) Food and Beverage

- a) Private Events booked prior to 1/20/24 are still subject to the same Food and Beverage rules for the Standard and Upgraded packages.
  - i) Our **Standard** party package allows cake (or something similar), a light snack, and drinks (no alcohol). Light snack examples include goldfish, chips, party mix, popcorn, small fruit & veggie platter, or meat & cheese platter. Please note: The Standard package has very limited table space so snacks should be kept to a minimum. Individual snack items that can be placed on the table for each of the guests are a great choice.
  - ii) Our **Upgraded** party package allows cake (or something similar) plus you may bring additional food and drinks, we just ask that you refrain from bringing really messy foods please. Good food options include party subs, pizza, chicken nuggets, etc.
- b) Semi-Private and Private Events booked 1/20/24 and as one of our new package options will no longer be subject to any food restrictions. This means you are allowed to bring any food items regardless of the package booked; however, please keep in mind that we do have limited table space for food items.
- c) If additional table space for food is needed, we will supply a table for use (including tablecloth). A\$10.00 table fee will be added to your final bill.
- d) Under no circumstance are alcoholic beverages allowed in our facility.
- e) All serve ware must be provided by the Event Host. We do have cake stands available for use.
- f) For safety reasons, we cannot allow open flames in our facility (no chafing dishes). Exception – we do allow and have available for use a lighter for birthday candles.
- g) No food or beverage is allowed in our play area.
- h) *We do strive to be a NUT FREE environment; therefore, we do ask that any foods brought in be nut free.*
- i) If you have any questions at all regarding our food and beverage policy, please contact us to discuss prior to your event.

## 6) Outside Entertainment

- a) Outside businesses providing a service in our space are permitted; however, we do ask for advance notice of any planned entertainment or third party assisting with event. Examples of this include but are not limited to face painters, character actors, event planners, decorators, balloon garland installers, and caterers.
- b) **Any businesses providing services in our space must have appropriate business general liability insurance, proof of which should be forwarded to Imagination Street prior to the event. Email to: [imaginationstreet.ankeney@gmail.com](mailto:imaginationstreet.ankeney@gmail.com)**
- c) Please ensure any entertainment booked is properly scheduled within the event timeframe. Again, no extensions to event times are guaranteed and we ask that you be courteous to any event following so not to cause delays in their set up, etc.
- d) Balloon twisting and face painting is allowed; however, it is only allowed during the celebration time (after play time is finished) and it is limited to our party room and common areas ONLY. No balloons or face painting may be done in our play area, nor will children be allowed to enter the play area with either balloons or painted faces.
- e) As much as we love animals, no entertainment involving animals will be allowed at this time.

## 7) Waiver & Play Rules

- a) Each guest under 18 will need a completed waiver before being allowed to enter the play area. We encourage guests to visit our website to complete ahead of time to expedite the check-in process. Guests are only required to have one active waiver on time so if they are regularly attending patrons or members, they will not need to complete a new waiver for the party. ([Liability Waiver](#))
- b) All rules of play mentioned here, on our website, in our facility, and in our waiver must be adhered to by all attending guests. Rules include but are not limited to the following:
  - i) It is encouraged that a parent for each child attending remain onsite for the entire event; however, this will be at the Event Host's discretion. A 1:8 adult (18+)/child ratio is required. If the Event Host chooses not to require parents to remain onsite for the event, Event Host acknowledges and agrees to be fully responsible for any attending guests whereby parent/caregiver has left the premise.
  - ii) Event Host(s) must accompany children in the play area or be within sight of play area to supervise children playing and ensure guests are adhering to rules of play.
  - iii) **The Infant area is only for those 2 and under.** If any older children enter that space, they will be asked to leave the area immediately.
  - iv) We will not tolerate any older children rough housing in our play area. This space was not intended for children over 9 so if they are going to participate, they must adhere to our rules, or they will be asked to exit the play area immediately.
  - v) Unruly guests may be asked to leave immediately, or the party may be shut down early **without a refund** for failure to cooperate and respect our rules and property.
  - vi) No shoes are allowed in the play area. Shoes and personal belongings should be placed in one of our cubbies located in our common area.
  - vii) Socks ARE required for both attending children and adults. This is necessary for the health and safety of all guests. Please communicate this in advance to your party guests. If a guest is provided socks, we will charge Event Host a discounted sock fee included in the final bill.

- viii) We do not allow pets in our facility. If an attending guest has a need to bring a service animal, we can make accommodations; however, we ask that the service animal remain in our common area or party room area. Any questions or concerns, we are happy to discuss on a case by case basis.
- ix) Absolutely no smoking is allowed inside or near our entry doors.
- x) Event Host(s) and attending parents of party guests (invited or otherwise) are completely responsible for the well-being and behavior of their minor child while on the Imagination Street premises (inside and out).
- xi) Under no circumstance shall Imagination Street owners, employees, agents, etc., be responsible or liable for any personal property lost, stolen, missing, damaged, or otherwise of the Event Host Family or any of its party guests.

#### **8) Damage & Cleaning**

- a) Any excessive damage done to Imagination Street's premises (inside & out), or other Imagination Street property will be billed to the Event Host for either replacement or repair.
- b) As part of our packages, we agree to clean up upon exit; however, we ask that Event Host, and its guests refrain from making excessive messes while attending event. Please be considerate of others and our space. It is likely we will have an event following and have limited time to clean and prepare for another event setup, so your cooperation is much appreciated.
- c) Creating an excessive mess that results in extra cleaning by Imagination Street staff and potentially causes us delays in checking in, the next group will be charged an additional \$150.00 non-refundable cleaning fee.

To reiterate, these Terms and Guidelines are not all encompassing of Imagination's Streets policies, operating guidelines, etc. Changes to our terms may occur at any time without notice. Visit our website for additional information, FAQ's, rules of play, waiver, etc. If you have any questions, please contact us by phone or email.