



**Date:** \_\_\_\_\_

**Dear:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Phone number:** \_\_\_\_\_

We are so excited to be part of \_\_\_\_\_ very special day. In preparation for the birthday, we would like to share with you some rules and guidance for the party, and more importantly, we would like to know how you would like us to support you to have the best experience possible.

Note: Throughout the document we will refer to host, as the family organizing the celebration.

**Type of party:** \_\_\_\_ Private \_\_\_\_\_

**Birthday girl's/boy's name:** \_\_\_\_\_

**Turning:** \_\_\_\_\_ **years old**

**Date of the party:** \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

**Time:** \_\_\_\_\_

**Expected number of children attending the party:** \_\_\_\_\_

**Average age of children attending the party:** \_\_\_\_\_

### **SETUP and PARTY**

- The WELL will provide tables and chairs for the number of children that will attend the party.
- The party room will have a table available for the food and drinks.
- There will be a speaker available for music. The speaker is to be connected via Bluetooth. We ask you to keep the music at a respectful volume.



- The party room has toys that the children are welcomed to use during the celebration. We just ask you to make sure that the toys and decorations in the room are treated with care.
- The party room will be available for your use during the two hours of the party. Children are welcomed to play in the open play area and in the party room during this period.
- Any required entertainment is to be organized by the host.
- The host is responsible for organizing any activities related to the delivery of food and drinks.
- Any utensils required to prepare and serve food are to be provided by the host.
- The food and drinks are to be provided by the host. The WELL is a nut free facility.
- The hosting family may arrive 20 minutes before the party to do any required setup.
- Guests will be given a wrist band, once they register at the reception.
- Any parent dropping off guests will be asked to meet the host first. Any guests who are dropped off are under the responsibility of the host.
- If you plan to hand out party favors, we ask you to do so while in the party room.
- Guests will receive a wristband upon arrival.
- The WELL will provide cups, napkins and plates for the number of children attending the party.
- The decoration is to be provided by the host. Please use masking tape only for anything that needs to be attached to the walls.

## CLEANING

- The WELL will take care of the cleaning, we just ask you to use the trash and recycling bins to dispose plates, utensils, food containers and gift wrapping; and to pick up the toys.

## PAYMENT

- 50% of the payment is due at the time of booking the party.



- The balance of the payment will be covered at the end of the party. The payment will include the remaining 50% plus any additional children above 15. The remaining 50% will be charged, even if the number of guests is below 15 children.
- We consider a guest any child attending the party, besides the birthday boy/girl.

### CANCELLATION POLICY

- Parties can be cancelled 30 days in advanced. The WELL will charge a cancellation fee of \$30.

### HOW CAN WE HELP?

- Do you want to allow parents to drop off the kids at the party or do you require parents to stay for the event?  
\_\_\_\_\_
- Do you agree to have the guests' siblings join the party? if so, they would be added to the party list. If not, then The WELL would communicate so to the parents at the reception and the open play related charges would apply, which would be covered by the guest's family.  
\_\_\_\_\_
- Do you want the guests to take the gifts to the party room or to have them dropped off at the reception?  
\_\_\_\_\_
- Do you need more than 20 minutes to setup for the party? please let us know and depending on our availability, we will do our best to accommodate your request.  
\_\_\_\_\_
- Is there anything else that we can do to help your family have an amazing experience on this very special day?  
\_\_\_\_\_