



Party Room Terms & Conditions

Service Fee & Gratuity Policy

- A 15% gratuity and service/cleaning fee will be added to your party package total, payable at the end of the event.

Late Check-Out Policy:

- A penalty fee will be charged for late room returns beyond the designated check-out time.

Damage & Excessive Cleaning Policy:

- Additional cleaning fees may apply if the room requires extra cleaning, such as for excessive stains, spills, or improper waste disposal.
- Guests will be responsible for repair or replacement costs due to any damages to the room or property.

About time

- It is essential that you arrive no earlier than 15 minutes before your scheduled party room time.
- All regular parties are 2 hours in the party room, and all guests must leave the party room at the end of the 2 hour allotted time. If guests stay longer than 10 minutes past the allotted time, extra room usage fee will be charged.
- Please ask your guests to arrive at the booked time.
- Guests arriving early: if guests arrive earlier than the agreed play area start time, \$5 / 30 minutes per child will be charged at check in.
- Extra play time after the party: \$10 / hour per child.

Adult Supervision

- Each child under 4 years old will require 1 adult supervised at all times. 1 adult can supervise up to 2 children who are both over 4 years old at the same time. (Children of the same family is excluded from this rule)

Room Setup & Clean Up

- Default setup includes: Cutlery, paper plates, cups, napkins, birthday hats & whistles, children tables and chairs (recommended for children under 5), 1-2 tables for food/gifts/goodie bags, chairs for adults, and a table for adults upon request and based on room capacity.
- You are required to take all of your belongings including any leftover food/drinks and decorations with you at the end of the party. If the party room is found to be excessively messy, an extra cleaning fee will be charged.
- 15% of the party package price will be required as gratuity and service/cleaning fee, which is payable at the end of the party.

Decoration Policy

- Decorations may be put on the wall with art masking tape. Clear tape, glue or staple is not allowed. Damage to the party room wall or the bear decorative board will be subject to a damage fee.
- Free-floating balloons are permitted but must be properly secured
- Pinata, confetti balloons, string spray, sparklers (or any flammable items), Foam machines (or similar equipment) are not allowed.
- Additional cleaning fees will be charged for violations requiring special cleaning

Cancellation Policy

- Cancellations made within 24 hours of booking are eligible for a full refund.
- Cancellations made 7 days or more prior to the scheduled reservation are subject to a \$150.00 non-refundable fee.
- Cancellations made less than 7 days prior to the scheduled reservation will be subject to the full payment.
- Last minute cancellation due to sickness or other unforeseen events: Party can be rescheduled for free, or transferred to another person, or refunded as store credit (gift card) that can be used for future parties or tickets. The balance will not expire. The booking cannot be refunded in cash.

Rescheduling Policy

- Requests for rescheduling reservations made within 24 hours of booking can be accommodated with no extra fees.
- Rescheduling requests made 7 days or more prior to the scheduled start date are subject to a \$100 rescheduling fee.
- Rescheduling requests made less than 7 days before the start date can not be accommodated, and the original booking may be subject to the cancellation policy.

About Party support

- For Double and Triple rooms, we will assign one staff to support the host for party set up: Decoration, food delivery, moving tables, cake storage (label the cake with birthday kid name and room number), other reasonable requests by the host

Force Majeure

- If force majeure results in the temporary closure of the store, the party may request a refund or reschedule the party at the same price.
- Force majeure may include natural factors, social factors, and government factors, such as natural disasters, extreme natural events, epidemics, wars, civil wars, riots, military coups, and government orders.



派对房间使用条款

服务费与小费政策

所有派对套餐将加收15%的服务费，该费用将在派对结束时结算。

延迟退房政策

若未在规定的退房时间前归还房间，我们将收取延迟退房罚金。

损坏与额外清洁政策

如房间因严重污渍、液体泼洒或垃圾处理不当等情况需要额外清洁，将收取相应清洁费用。

如房间或设施设备遭受损坏，客人需承担维修或更换的全部费用。

关于时间

您可提前最多15分钟进入房间使用。

所有常规派对在派对房间的使用时间为2小时，客人须在2小时结束时离开房间。如果客人使用房间时间超过指定时间10分钟以上，将收取额外的房间使用费。如果想提前进场，将产生每个小孩\$5 / 30分钟的费用。客人可以选择在party结束后在公共游玩区加时游玩，费用为每个小孩\$10 / 小时。

成年人监督

每个4岁以下的儿童需要1名成年人全程监督。且1名成年人最多可同时监督2名4岁以上的儿童。（自己的孩子除外）。

房间布置和清洁

默认布置包括：餐具、纸盘、杯子、餐巾、生日帽和口哨、儿童桌椅（建议5岁以下儿童使用）、1-2张用于放置食物/礼物/礼品袋的桌子、成人椅子，可根据客人要求和房间容量提供的成人桌子。派对结束后，您需要带走所有物品，包括任何剩余的食物/饮料和装饰品。如果发现派对房间过于凌乱，将收取额外的清洁费。

派对套餐价格的15%将作为服务/清洁小费，在派对结束时结款。

装饰政策

可用纸质胶带将装饰品贴在墙上。可以使用未系绳的漂浮气球，但需要被固定。不允许使用透明胶带、胶水或订书钉。损坏派对房间墙壁或小熊造型装饰板将收取损坏费。不允许使用彩罐、五彩纸屑气球和细绳喷雾。不允许使用仙女棒等易燃物品，喷射泡沫机等设备，违规使用物品导致额外清洁需求，将收取清洁费。

取消派对政策

预订后24小时内取消可获得全额退款。

预定派对时间前7天或更早取消将收取150加币取消费。

预定派对时间前7天内取消不退款。

重新预约派对政策

预订后 24 小时内提出的重新安排请求可不收取额外费用。

预定开始日期前 7 天或更早提出的重新安排请求需支付 100 加币的重新安排费用。

开始日期前 7 天内提出的重新安排请求无法满足，原始预订可能受取消政策约束。

派对服务

Double和Triple派对套餐将会有1名派对服务生在派对当天协助派对布置：

装饰布置、食物搬运、桌椅布置、蛋糕存放、以及其他需要协助的合理要求。

不可抗因素

如因不可抗因素导致店铺临时关闭，派对可要求退款或重新预约同价位派对。不可抗力可包括自然因素、社会因素及政府因素等，具体如自然灾害、极端自然事件、瘟疫、战争、内战、暴乱、军事政变、政府命令等。