



## Reservation Information

### I. Check-In

- A. The Party Host(s) and their guests must check in at the Birthday Check-In upon arrival at the Museum.
- B. If the number of guests attending the party increases or decreases from the original number, please inform Guest Experience Museum Staff as soon as possible. **If a standard party was purchased and exceeds the guest count, the Party Host(s) must upgrade to a large party. If a large party exceeds its guest count, it is \$15 per additional guest. This total guest count includes children and adults.**
- C. The Party Host(s) must check in at the Birthday Party Check-In before proceeding to the party room.
- D. Museum staff will escort the Party Host(s) to the reserved party room no earlier than **15** minutes before the start of the party (unless otherwise arranged with the Guest Experience Manager).
- E. Museum staff will be available to address any needs that may arise during the party. Unless otherwise arranged with the Guest Experience Manager, Guest Experience Museum Staff will periodically check on the party, but will not remain in the party room for the entire party.
- F. Upon arrival, all guests will receive special birthday wristbands to be worn at all times while in the Museum.
- G. **Guests are not permitted in the reserved party room until the scheduled time.**
- H. The Museum will do its best to accommodate late arrivals of the Party Host(s), but cannot permit time extensions in the party room due to other booked parties and the schedule of events for that day. You must be out of the party room by the scheduled time.
- I. **All birthday parties are non-refundable.\***

### II. Chaperones

- A. Please arrange to have the appropriate number of **chaperones (ages 18+)** to supervise children at all times (while in the party room and afterwards while playing in the Museum). The Museum requires a ratio of one chaperone for every five children.

### III. Parking

- A. Adults who are dropping off children or guests by car should use the loading zone located on Wisconsin Avenue in front of the Museum's north entrance. Note that this is a "No Parking" zone and vehicles are not permitted to park there at length. Adults

must escort children into the Museum and check them in with the Party Host(s) prior to leaving.

- B. The party host will receive discounted parking tickets for themselves and included party guests for our recommended Museum Center parking structure, directly connected to our building. There are entrances on Michigan St., Lincoln Memorial Dr., and Wisconsin Ave.

#### IV. **Party Décor & Room Usage**

- A. The Party Host(s) and guests must exit the party room with all belongings by the designated time.
- B. The Party Host(s) is welcome to bring additional decorations. We ask that nothing gets taped to the wall and that everything be free-standing. The party attendant will be available to assist in set-up.
- C. **Helium tanks are not permitted in the Museum.**
- D. Pinatas, silly string, squirt toys, water guns, confetti, glitter and similar products are not allowed in the Museum.

#### V. **Food**

- A. The Museum will offer juice boxes, milk and water for purchase prior to the event and also has a cafe for additional day of purchases if the need arises.
- B. On the day of the party the Party Host(s) will receive the type of drinks (juice, milk or water), if ordered, as part of reservation delivered to the room prior to the start of the party.
- C. The Party Host(s) may bring their own additional food (i.e. pizza delivery, sandwiches, subs, chips) to the party room.
- D. We are partnered with Classy Girl Cupcakes to offer you free delivery. If the Party Host(s) choose to order cupcakes, they must be ordered ahead through Classy Girl and let them know you are having a party with BBCM. You will receive free delivery of cupcakes.
- E. We are partnered with Ian's Pizza to offer you 10% off pizza. If the Party Host(s) choose to order from Ian's, they will need to order through Ian's Pizza and choose the Downtown location. Let them know you are having a party at BBCM and you will receive 10% off.
- F. Any canceling of food with Classy Girl Cupcakes or Ian's Pizza needs to be canceled by the Host at least two hours before the party.
- G. Please bring all additional serving and paper products (bowls, plates, napkins, utensils, etc.) needed to serve the food.
- H. **Alcoholic beverages are not permitted.**

#### VI. **Check-out**

- A. **All children and adults attending the party are included in the final attendance count regardless of what time they arrive.** Infants younger than age 1 are free.
- B. If the Party Host(s) would like extra guests (those over the amount included in the purchased party package) to pay separately, **all payments MUST be made through the Party Host(s).**

- C. The balance of the party, any party extras purchased, additional cleaning fee, as well as charges for any extra guests must be paid by the Party Host(s) at the Information Desk on the day of the party.
- D. An adult from the party must remain at the Museum until all party guests have been picked up by their parents or guardians.

## **VII. Liability**

- A. Neither BBCM nor its Trustees, Board members, employees, volunteers or landlord (the "BBCM Parties") shall be liable to Party Host(s) or Party Host's employees, agents, or invitees, licensees, contractors, or guests (the "Rental Parties") for any injury to any person, or damage to or loss of property, which occurs for any reason whatsoever. If an emergency or problem arises, a Museum staff member must be notified immediately. Further, Party Host(s) agrees to indemnify and hold the BBCM Parties harmless from and against any and all costs, liabilities, expenses, penalties, damages, charges, actions or claims (including attorney's fees) arising out of any claims by any person resulting from or relating to the occupancy or use of the Museum premises by the Rental Parties. If deemed necessary by the Guest Experience Manager, a cleaning fee and/or repair for damages fee may be charged to the credit card provided by the Party Host(s) for the birthday party rental deposit. If no credit card was provided, the Party Host(s) will be billed for these charges.
- B. If the Rental Party is a corporation or organization, or if otherwise requested by BBCM, Renter Party must deliver a certificate of insurance three weeks prior to the event evidencing that such corporation or organization has in force a comprehensive general liability policy, including, without limitation, bodily injury and property damage liability protection in an amount not less than \$1,000,000 (One Million Dollars) combined single limit and indicating the BBCM Parties as additional insured under such policy for the duration of the event.
- C. The Museum is not responsible for lost or stolen items.**