

Birthday Party Policies and Conditions Updated August 2023

Please note that your initial booking request must be submitted a minimum of 14 days (2 weeks) prior to the requested party date. We cannot accommodate same-week party requests.

By emailing confirmation and paying the deposit you agree to all terms and conditions as laid out in the Terms and Conditions below. If a birthday party is booked at *Discovery Centre*, *Discovery Centre* reserves the right to assume that the *Booking Adult* has read and accepted the below Policies and Conditions.

Pricing

- Each party package includes 10 children under the age of 18 (including the *Birthday Child*) and 2 adults aged 18 and older (including the *Booking Adult*). Children aged 1-2 years old will not be free as our party package includes more than just standard public admission. Infants (under 12 months old) are free.
- Extra guests (adult or child) are \$10 + HST each. For every additional 5 children over the original 10 there will be one adult included at no cost.
- There is a maximum of 25 individuals for the Underwater Adventure party package due to limited space around the touch tank.
- There is a maximum of 40 individuals for the Star of the Show and Brilliant Birthday parties due to party room limitations.
- There is no minimum required number of attendees, however no discount will be applied for a party with fewer than 10 children and 2 adults.
- No coupons or passes may be used to cover the cost of any children or adults associated with the birthday party. Members receive a \$25 discount on party package prices at the time of booking. No additional discount is available for party guests with Memberships, as the parties include experiences outside of the Membership Benefits.

Supervision

Discovery Centre staff are not responsible for supervision at any time during the party.

- All children 12 and under are to be directly supervised at all times during the party including while in the party room, during activities, or while exploring the exhibits by an adult (18 years or older). It is up to the booking adults to coordinate with other adult guests the supervision of all attendees. **Minimum supervision is 1 adult for every 5 children.**
- If you require extra adult supervision, (for parties that will have younger children attending) the *Booking Adult* will still be required to pay \$10 +HST extra/per adult.

Deposits and Confirmation

- For a Birthday Party to be considered booked, a booking confirmation form must have been approved by both the *Booking Adult* and *Discovery Centre*, and **the deposit of \$50 must be paid a minimum of 14 days in advance of the party.**
- Birthday Party deposits must be made on a credit card. If credit card payment cannot be made, the estimated balance of the birthday party must be paid in full at the time of the booking confirmation, a minimum of 14 days prior to the party, and any additional charges must be paid on the day of the party.

Changes to Booking

- If there are changes to the party reservation, including changes to guest numbers, the *Booking Adult* must inform Discovery Centre by the Tuesday before the party.
- If fewer guests than confirmed attend the party, the *Booking Adult* will be charged for the amount on the booking confirmation.
- If additional guests attend the day of the party above the amount on the booking confirmation, the cost of those additional guests will be added to the total cost.
- If the *Booking Adult* does not contact *Discovery Centre* on or before the Tuesday before the party, they will be charged for the number of guests listed on the original booking form or for the number of guests in attendance the day of (whichever is higher).

Cancellation

To cancel or change the date of a birthday party, the *Booking Adult* must contact *Discovery Centre* a minimum of 14 days prior to the party date.

- *Discovery Centre* must confirm a cancellation or change of date for the party to be considered cancelled or moved. Any refundable balance that has been pre-paid (deposit or estimated balance charge) will be refunded within 21 days of the initial request.
- No refunds will be issued for cancellations or changes made within 14 days of the party date. A new deposit will be charged if a new date is set for the party.

Party Day

- Parties will be greeted at the front desk by *Discovery Centre* staff at the start time of the booking. Staff will assist in bringing party materials to the party room and orient the booking adult with the room and review the party schedule.
- *Discovery Centre* staff will be treated with respect at all times during the party and party planning process.
- The *Booking Adult* is responsible for arranging for the greeting of and escorting of guests to the party room including greeting and escorting late arrivals.
- If you have an experience booked (star show or touch tank experience) a *Discovery Centre* staff member will arrive at your party room a couple minutes before the scheduled experience time to escort your group to where the experience is to take place. Staff will not be present during the party room time. If assistance is required in the party room staff will be made available.
- The party room will be set up with tables, chairs, table coverings, dishes, and decorations at arrival time. Advance access to the party room is not available. If you require set up time in the party room, please ask your guests to arrive 15 minutes after your booked start time.
- You do not need to stay in the party room for the entire rental time, however you must vacate at the end of your booked time regardless of how much time was spent in there. The party room is to be vacated at the end of the booked time. Vacating the room involves removing all personal items and guests. Additional charges will be incurred for failure to vacate the room at the designated time at a cost of \$50 per additional 15 minutes.
- Parties have the option to continue their floor visit at the end of their scheduled party time (either the end of the party room time or if an activity has been booked then the end of the activity time). If you are not leaving *Discovery Centre* at the end of the room

time, items to take home will be moved to the public orientation gallery for storage until the end of the day.

- *Discovery Centre* is not responsible for lost or stolen items.
- Payment in full is due at the beginning of the booked party time, *Discovery Centre* does not invoice for parties.

Food and Allergies

- *Discovery Centre* cannot guarantee that any space is allergen free due to public use.
- Please note that the Underwater Adventure party is not suitable for those with shellfish or seafood allergies due to interaction with live sea creatures.
- Parties are welcome to bring in their own cake, food, and drinks. You are welcome to have food, such as pizza, delivered during your party time, however, an adult with the party must meet the delivery person at the front entrance. Staff are not able to accept deliveries or bring them up to the party room.
- *Discovery Centre* will provide reusable plastic, forks, spoons, knives, plates, and cups. Along with a water pitcher and cake server. Please leave these items in the party room at the end of the party time and our staff will handle the mess. Each party room has a sink in it. There is no refrigerator or freezer available for party use.
- Alcohol and drugs (including cannabis) are not permitted on site.

Decorations and Damages

- *Discovery Centre* will decorate party rooms with a variety of birthday-themed decorations prior to arrival. These decorations must be left in the party room. Parties are welcome to bring additional decorations.
- No decorations or games can be taped or attached to the party room walls, ceilings, or fixtures. The following decoration items are not permitted: glitter and confetti, piñatas, and sparklers. Damages made to the party room or party supplies will incur additional charges for repairs and replacement items.
- Damages include but are not limited to markings on the floor and walls, damaged tiles, damaged drywall, destruction of party supplies/decorations, stolen party supplies/decorations, or general destruction of Discovery Centre property.



- Although *Discovery Centre* staff will be cleaning the room after your party, if the cleaning is extensive, beyond normal use, the *Booking Adult* will be charged to cover cleaning costs.

Thank you for booking a birthday party at Discovery Centre. It's going to be great! If you have any questions, please don't hesitate to call, or email.

Sincerely,

Arzoo Rahimi

Customer Relations Coordinator

902-880-6995

arahimi@thediscoverycentre.ca

By booking a birthday party at the Discovery Centre your contact information will be used to notify you about changes to your party, additional information about your party, or feedback on our services. Please ensure we have your most up-to-date contact information, especially email. The information we collect from you is protected under the Personal Information Protection and Electronic Documents Act (PIPEDA).



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