

# Birthday Party FAQ's



## **Is my deposit refundable?**

No, all deposits booked for birthdays are non-refundable.

## **I booked my birthday party! Now what?**

A team member will be contacting you within one week of your scheduled birthday party date to confirm all of the party details, and to answer any of your questions!

## **My party is not until later in the day. Can I arrive at the park before the start of the party?**

Absolutely! You can check-in any time after we have opened to the public. We just ask that you are at your party's hosting location a few minutes before the start of the party hour.

## **I have parents and grandparents of some of the birthday guests coming to the party, but not eating the food or participating in the party. Do they have to purchase a ticket?**

All guests must have a ticket if they are entering the park, regardless of the amount of time staying and whether or not they will be participating in any water activities. Non-party guests/chaperone tickets are \$10 per person.

## **Can I bring my own cake?**

Yes, as long as you have purchased a birthday package. We can store it for you in the fridge until the time of your party. When you arrive in the park, please let the Team Member know you are dropping off a cake that needs to be stored. All cakes not picked up by end of business that day will be discarded.

### **What can I bring?**

Decorations such as table covers, balloons, and your own themed party paper goods are allowed. You will have 15 minutes before the party time to set up those decorations. Please note after the 15 minutes you will go into your party time. We just ask that you please remove these items before you leave the party space. You may also bring a birthday cake. Please note that balloons are not allowed on the pool deck floor so staff will store them for pick up.

### **Some of the party guests will not arrive at the park when I do. How do they get their ticket?**

We do require a guest list. When you check-in at admissions, all of the tickets for the party guests will be printed at one time. They will need to check-in when they arrive, give the Team Member their name, the name of the birthday child's party, and the time the party will be held.

### **Can I change the food I originally reserved for the party?**

We will call you a week before your party date to go over the party information with you and get you food choice. After we will need to know final changes 3 days before the party date. If we do not have your choices, you will be defaulted to cheese pizza for 12 guests. Whatever is booked 3 days prior is due the day of the event.

### **I want to add-on food and additional items. When and how to do I do that?**

All additional food can be ordered by the main contact of the party three days prior to the party or the day of through the party host.

### **What if it rains?**

The luxury of a retractable roof is that when it rains, the roof can close. If lightning is within 5 miles of the waterpark, certain rides will close as well as the Wave Pool. All other attractions will remain open. Retail, arcade and food & beverage outlets will also remain open for our guests to enjoy.

### **What if the Birthday Child is 3 years or younger?**

Children 3 and under are always free. They will not be counted as part of the 12 party guests; allowing you to use those spots for additional guests. Any non-swimming chaperone tickets are \$10 per person.

### **I have more than 12 guests.**

Additional Party Guests (guests that will receive the party food and amenities) are \$25 each for the Big Splash package, \$30 each for the Grand Splash package, and \$35 each for the Epic Splash package.

### **I'm running late.**

Due to the fact that we have a full day of birthday parties, we are unable to begin a party early or extend the time of the birthday party. We will try our best to utilize the time that we have within the party time, but we cannot offer a refund or partial refund if the full hour and half was not available due to tardiness of the guest. \$150 will be added to your remaining balance if you are in the party room longer than your designated time.

### **A birthday guest has food allergies or dietary restrictions.**

We always offer vegan food choices, but if the guest has food allergies to things such as gluten or peanuts, we cannot guarantee that our food did not come into contact with the food in which the individual is allergic. After a birthday party is booked online, a representative from our team will call the main contact. Be sure and let the representative know so they can provide you with options. Outside food and drinks are not permitted in the park, however, please also ask to speak to a manager when you arrive if you have dietary restrictions.

### **Can I bring my own music?**

Epic Waters provides family friendly music with all of yesterday's and today's hits within different genres. Outside speakers and music of any kind are not permitted at Epic Waters Indoor Waterpark.

### **Can I reserve a party room without booking a birthday party?**

If you want to plan an outing for a group of 20 or more for churches, family reunions, school groups and will be utilizing the party rooms please call 972-337-3150. If not please contact 972-337-3151 to book a party room.

### **What about tickets if I just host my own party at a cabana?**

Cabanas don't include tickets or any food and drinks. You can pre purchase tickets online or here at the door. You may bring in a cake and celebrate in a cabana; however, we do ask you bring in your own plates and napkins.

### **Do I have to wait until the day of the party to pay and pick-up the tickets?**

You pay the remaining balance at the end of your party with your party host. Tickets will be given out to your guest the day of the party.

**I am a Season or Annual Pass holder, and the birthday child has a season pass as well. How does this work for a birthday party package?**

The season pass will be used for admission to get into the park, but you would still need to purchase the birthday package for the birthday party guests since they will be eating the food and using the birthday extras.

**Are coolers or outside food and drinks allowed in the waterpark?**

Epic Waters does not allow outside food, drinks or coolers into the waterpark. Dietary restrictions, food allergies, plastic bottle water and baby formula are exceptions to this rule. No glass of any kind is permitted in the waterpark, which includes baby formula and baby food.