



## FREQUENTLY ASKED QUESTIONS ABOUT BIRTHDAY PARTIES

### Follow up with:

- Complete and return the contract within 5 business days of receiving it. Pay the remaining party balance 15 business days (3-weeks) prior to the party date. Payment can be made over the phone by calling (346) 222-5652. Failure to pay the balance will automatically cancel the party. Should you cancel within the 15-business day (3-week) window, you will forfeit the entire party cost.
- Submit our Fresh Café catering menu no later than the Friday before your party with payment. Purchasing food is optional. No outside food is permitted (other than cake, ice cream, drinks, and cooler with ice).

### Things you need to know:

- **CHECK-IN** – The host can check in 20 minutes prior to the party at the information booth. A staff and cart will be available to assist you with unloading and take you to your party room. Please have your guest check in at the information booth by providing your name or the birthday child's name. The name of the room and a map will be provided for them to locate your party. An invitation is not required.
- **CHILDREN**
  - **Simply Wonderful and Anything I Want to Be** parties cover admission for up to 20 children ages 1-15yrs (not including the birthday child). You may have up to 30 children max.
  - **SECRET Birthday Parties** cover admission for up to 20 Agents ages 1-15 years (not including the birthday child). Additional Agents must pay the general admission cost or the Secret Agent Cost.
  - A head count will be taken during the party. You will be asked to sign an invoice to pay for any additional children at the end of the party if they did not pay admission upon entering.
- **ADULTS** - Admission for 20 adult chaperones (ages 16 and older). One adult chaperone is required for every 5 children. The chaperones are responsible for the direct supervision of the children. Additional adults with or without children are free. Please keep the capacity to 45 total guests.
- **PARKING** - Discounted parking for guests and free parking for the host. Parking rates are subject to change. *Reduce Rate Parking passes will be handed out at the end of the party to guests who parked in the Museum garage. The garage is located on Binz St. in between La Branch & Austin Street.*
- **TOUR** - An optional hour-long tour in the Museum guided by a Discovery Guide to three exhibits with play time. This tour will start promptly at the beginning of your party. The group will return to the party room for your celebration for the final hour. Guests may enjoy additional playtime during the second hour or after the party. The Museum closes at 6p daily.
- **PARTY ROOM** - Private party room with tables, chairs, and table covers. The room will be set up in advance and you will have access 20 minutes prior to your party. ***\*We do not have space to store items until the party room opens. A cart will be available for use 20 minutes before the party start time.***
- **ADDITIONAL PLAYTIME** - Guests may enter before or stay after the party for additional playtime. The additional play time must be during Museum Hours, Saturday 10a-6p and Sunday 12p-6p.



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### **What do I need to bring?**

- Cake, candles & lighter, Cake Cutter
- Drinks, cooler, and ice
- Goodie Bags
- Tabletop Decorations (please do not tack or tape to walls or hang from ceilings, large décor must be approved by the birthday party coordinator)
- Paper Goods (Plates, Cups, Utensils, Napkins)
- Large bags to carry the presents home easily.
- Pre-inflated Balloons

### **Private Party Room Detail:**

- **How many guests can a party room accommodate?**  
Our party rooms accommodate 40 people. The party room includes 20 children chairs and 20 adult chairs, as well as five six-foot-long rectangular tables which are covered with colorful disposable table covers.
- **How is the room arranged?**  
We arrange three tables in the center of the room in a “U” shape. The tables are set at a low height with 20 children’s chairs around them. The other 2 tables are set against the wall at regular height. The adult chairs wrap around the room against the wall.
- **Does the party room have an ice maker?**
  - We do not provide an ice maker in the party room nor does Kid’s Café sell ice. Please bring your own ice if needed.
  - The room does have a mini refrigerator and a sink with cabinet space around it.
- **What is not allowed in the Museum?**  
No outside food (other than cake, ice cream, drinks, goodie bags, and cooler with ice), Piñatas, Silly Strings, Confetti, Alcoholic Beverages, or Pets. Other items may not be permitted, please ask first.
- **May I bring additional entertainment?**  
Yes, outside entertainment is permitted in the party room. *An additional fee will be added to your party package and event insurance will be required.* Please inform the party coordinator if you book a vendor. Please keep the party room door closed so that the public does not think it is an open event. You may bring a device to play music inside the room.
- **May I bring extra decorations?**  
Yes, only tabletop decorations and balloons are permitted. We do not allow anything to be taped, tacked, or hung on the party room walls. The party room walls are colorful and painted to coordinate with our exhibit color schemes. Any repairs caused by damage to the room will be charged to you. *Museum staff cannot be responsible for signing balloon/decoration deliveries for your party from an outside vendor.*



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### Refreshment Detail

- **Can the Children's Museum cater?**

Children's Museum Houston's Fresh Café will be happy to cater your party. **All catering orders MUST be provided no later than 2p the Monday before your party. Due to time constraints, additional food items cannot be purchased after the deadline, or on the day of the party. Paper goods will be provided with a Fresh Café food order. (50) Seven-inch paper plates, (50) Beverage napkins, and (48) Plastic Forks.**

- **May I bring my own refreshments?**

You can bring your own special cake, ice cream, and drinks and our in-house Fresh Café can help with your food. Keep it simple – individual ice cream cups and individual juice boxes are easier to clean up. No outside food is allowed in the Museum. **Museum staff cannot be responsible for signing cake deliveries for your party from an outside vendor.**

- **Can Children's Museum Houston recommend party favors for our guests?**

Yes! Our Fiddlestick Toy Shop located in the Museum lobby has a huge selection and great prices. Receive 20% off your goodie bag items when you purchase 10 or more of the same items, to take home and build your bags.

- **What am I responsible for?**

- Our staff is not permitted to serve food to your guests, nor clean up after refreshments are served.
- Trash containers are provided for you to use in the party room.
- ***Please plan on promptly vacating the party room at the end of your party.***
- Please do not tip our staff. However, we welcome your comments about their great efforts to make your child's day special!

Contact the birthday party coordinator if you have additional questions [birthdays@cmhouston.org](mailto:birthdays@cmhouston.org)