

## Birthday / Group 411

### *Everything You Need To Know About Your Upcoming Birthday Party / Group Outing at Sports Connection!*

**Drinks & Other Food:** Our Ballantyne location has a Cafe with drink and other food options. Pitchers of soda are available for purchase for \$5 each and usually can serve 5 people. Outside Drinks and Food are allowed to be brought in.

**Pizza:** Pizza is available for purchase. Each pizza is an extra large, double cut 16-slice pizza (approx. 5-7 kids per pizza). The cost is \$16 plus tax for Cheese or Pepperoni. The Sports Connection encourages all customers to pre-order and pre-pay for pizzas online at least 24 hours in advance to ensure we are able to provide you the correct type and quantity of pizzas. You will receive an email reminder 2 days before your event that will include a link to order pizzas online as well as a discount code to use.

**Cakes:** Birthday cakes are not provided but can be brought in to Sports Connection locations. We encourage you to bring your own candles and cake knife / cutter. We do have freezers to store ice cream cakes.

**Party Room Supplies:** We provide the plates, cups, napkins and sporks for each party/group participant. You may bring your own themed tableware and decorations if you choose; however, the party rooms are not accessible for detailed set-up until 10 minutes prior to your scheduled room time.

**Room Time:** Typically, there will be another party/group before and after yours; therefore, we appreciate you vacating the room no later than 10 minutes after the scheduled end of your party/group. You may extend your room time if available or rented in advance. All locations have public tables that can be used on a first come basis if more time is needed.

**Balance Payment:** Parties/Groups are required to check in at the birthday counter to finalize any balance due for any additional participants, pizzas or other party add-ons. All major credit cards are accepted.

**Party/Group Time:** Parties/Groups are scheduled to begin and end at the time you booked. It is not necessary to arrive more than 10-15 minutes prior to your event. Attractions and the party rooms are reserved for specific times for your Basic or Deluxe party. Flex packages will have a specific start time and end time for the party room, but will have the flexibility to choose their attractions at anytime based on availability. All attractions and activities will be on a first come first serve basis. No refunds or rescheduling will be allowed for parties or guests arriving late.

**Room Size:** The party room size and seating is based on the number of paying participants. If you are expecting a large number of extra adults or non-participants, please let us know so we can try to accommodate your additional space needs. (Additional charges may apply.)

**Rules:** The recommended age for a Laser Tag party is 7 years or older. Socks are required at Jump-N-Play parties. Other parties or people may be in the areas that your party/group is booked in at the same time as your event. Piñatas, silly string and confetti are not allowed inside Sports Connection locations. Please do not tape or tack anything to Sports Connection walls.

**Waivers:** A Sports Connection Liability Waiver is required for all party/group guests. Waivers are attached to the Sports Connection Party Invitations. If you are not using Sports Connection Invitations, you can Print the Waivers from our website to include with your invitations.

**Rescheduling Policy:** If a rescheduling request is received more than 10 days before the party or activity date, we will do our best to accommodate the request and will not charge a fee for rescheduling. If a rescheduling request is received within 10 days or less of the party or activity date, there will be a \$50 rescheduling fee charged to reschedule to a different date or time.

**Cancellation Policy:** Once a party or activity is booked and paid for, a cancellation of that party or activity will result in a \$50 cancellation fee. The remaining balance will be issued as a Sports Connection CREDIT to be used for another date or program at Sports Connection, or the balance can be put on a Sports Connection GIFT CARD to be used at any time in the future. There will be no transfers or credits allowed without at least a 4-hour notification before the start of your party or activity.

**Host:** Sports Connection Attraction staff will be available at each attraction to assist as needed. A dedicated party host is not included, but can be added for \$25 per hour if available and booked at least a week in advance.

#### **Party Package Prices:**

**BASIC Party/Group Package** is \$249 for the first 10 participants and \$15 for each additional participant and are 1.5 hours long, with the first 60 minutes spent doing Attractions and the last 30 minutes in the Party Room/Area.

**DELUXE Party/Group Package** is \$299 for the first 10 participants and \$20 for each additional participant and are 2 hours long, with the first 90 minutes spent doing Attractions and the last 30 minutes in the Party Room/Area. Deluxe parties can be extended an additional 30 or 60 minutes, to a 2.5 or 3 hour party, for an additional \$50 for the first 10 participants and \$5 more for extra participants per each 30-minute increment.

**FLEX Party/Group Package** is \$299 for the first 10 participants and \$25 for each additional participant and can be for any length of time and can use a Party Room/Area for 30 minutes. Flex Party is ideal for older kids and groups who want the freedom and flexibility to choose their own Attractions without having any specific pre-booked Attractions or times to do their preferred activities. Flex Party provides each participant a \$40 Game Card to be used to purchase available Attractions and/or Games & Rides based on each guest's personal preferences. Additional funds can be added to the Game Cards.

**We hope you have a HAPPY & FUN Birthday Party / Group Outing!**

#### **SPORTS CONNECTION**

PO Box 470881

Charlotte NC 28247

704-583-1444

SportsConnectionNC.com