

SILLIMAN FAMILY AQUATIC CENTER

COMMONLY ASKED QUESTIONS

BIRTHDAY PARTIES:

How to reserve a party?

(We have seen great success with our online reservation system. Therefore all parties must be reserved online. At this time we do not have an in-person option. Our system, however, is available 24/7 and is supported on desktops and many smartphones. All reservations are tentative until approved by our party support team.

Whom can I contact for help? Can I call someone?

(Our model is to have our support team focus on answering your questions via email. We realize that this business model is not for everyone, but hopefully, you will become confident that our support team response time is quite fast, and our emails are helpful in answering all your questions. (This allows time to research a question or issue and provide a more detailed response with links to better assist you. Additionally, it provides a record for both of us to refer to, giving you a step-by-step guide for reference later. Our email is birthday.party@newark.org

How do I pay for my party?

(Since all reservations are made online, you will be required to provide a credit card (Visa or Mastercard). The card will not be charged automatically but will be charged after we review your information and approve the party which can be the same day or the following day.

Can I just pay the deposit and the rest later or day of?

(Payment in full is required to reserve a party at the time of reservation approval by the party support team. If the card comes back declined, the party will be rejected, and an email sent to you about the card not working. You will then need to re-book the date and time and provided an updated and successful method of payment.

What is included with my birthday party reservation?

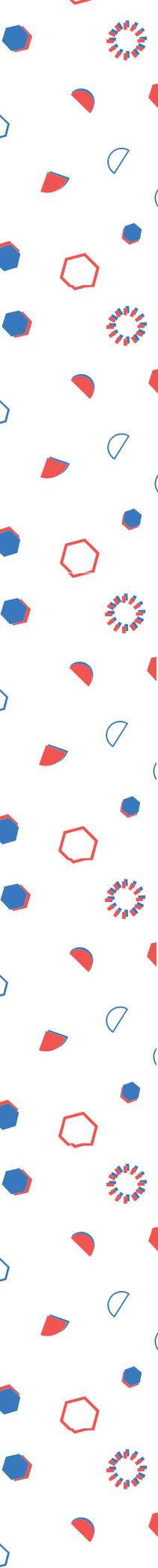
(Your party will include two hours of room usage plus an additional 15 minutes before and after for room set-up and clean up. All parties now include a food and beverage package. Your guest will be able to stay for the full recreation swim time as well. However, after your party, the room/space will need to be cleared of all personal belongings. We are not able to store anything prior or after your event.

What food is included?

(Based on your room package we provide Papa Johns Pizza that is cut into 12 slices each. You will also receive a set number of 2-liter sodas. Please see party flyer for totals. You can always add more at time of reservation, or three days before. Day of orders can take anywhere from 30-60+ minutes to arrive. All food communications needs to be conducted through us. No substitutions all orders/ packages are set. However, you are able to purchase others items as well.

Party Host:

(A party host is provided to assist with your check in and check out process, ensure the room is delivered on time and clean. They will deliver your food order or order more items if needed. Party host is not available to set up decorations, clean up after your party. Each room has a call button that will page your host in the event you need anything. Host work other parties in addition to your reservation and will not be in the room 24/7.



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When should I book my party?

All reservations require a two-week booking notice before your party date. If your party reservation is not within the two-week window, we are not able to reserve the party. Online booking will be blocked and show as not available.

Can I bring in outside food?

We do not allow in outside food into the center or waterpark. For birthday parties we only allow bottled water, infant food/formula, birthday cakes, and cupcakes.

What if we have a food sensitivity or restriction?

We realize that some individuals may have a food sensitivity or limitation. However, our packages are set based on our offerings. We can accommodate by providing a gluten free pizza crust and pizzas can come as a vegetarian option for an additional fee. If you do not want soda we can provide: water, organic chocolate milk, or 100% apple juice for an additional fee. *** Please note that we can not guarantee food sensitivity or restrictions as food can be processed in the same environment as other food items.*** We have found that this is a relatively common standard in the birthday party industry regarding food packages.

Can I decorate my party room?

Yes, you can decorate your party room as you wish. However, we can deny certain items at any time due to safety concerns, fire code, or obstructing other non-reserved areas. All decorations must be in your room and put up with painters tape. All decorations must be removed within 15 minutes after your reservation time ends. Otherwise, an extra hour fee will be assessed and a cleanup fee starting at \$50+ If using any balloons in your room they must be secured in a manner that doesn't allow them to become loose and get stuck in the aquatic center or the valuated ceilings. If we are required to remove any balloons, we will charge a \$25 fee per balloon removal. Any damage to the room will be assessed a fee.

What if I need to cancel my reservation?

Cancellation notice of more than 30 days prior to rental date – all fees will be refunded minus \$15 processing fee. Notice of 15 to 30 days – forfeit 100% of deposit plus \$15 processing fee, unless the date is rescheduled. A \$15 processing fee will be charged to reschedule date. Rescheduling only allowed with at least 15 days notice. Notice of 14 days or less - forfeit Base Booking Fee paid, plus \$15 processing fee. Deposit will be refunded. No show on a rental date – forfeit 100% of deposit and all rental fees. All contract changes must be made in writing. No doctors notes will be accepted.

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When will I get my deposit back?

Deposits are refunded within 2-4 weeks after your party or sooner. Your deposit will be refunded to your method of payment on file as long as there is no outstanding fees or damage to the room or center.

Do you provide table covers, cups, plates, utensils?

Yes, we do! At the time of your booking, you will be given the option to select between four different colors for the table covering. If you have a certain theme, you are more than welcome to bring your items as well. Other wise we will provide table covers, standard cups, plates, and utensils.

How many people can my room accommodate?

1 Splash Tastic Room: 20 people MAX

2 Splash Tastic Rooms: 40 people MAX

Play & Splash Room: 40 people MAX

What if I have more than the limit?

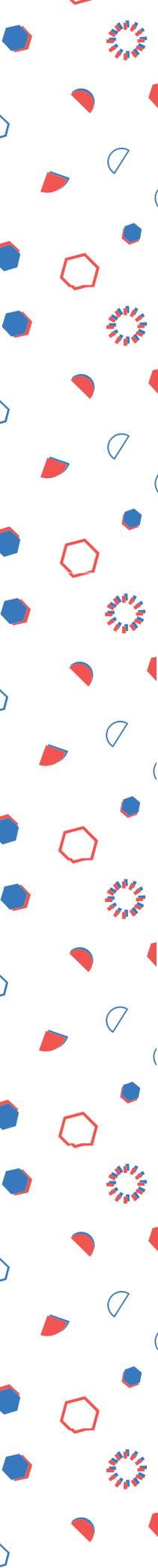
Unfortunately, you will need to have the party stay within the maximum limits. We have these limits in place for certain reasons such as fire code, comfort, and staffing levels, and overall quality. Only those with wristbands will be allowed into the party room. If you exceed the limit, you will be required to adjust your limits to the maximum amount of people allowed or the party will be canceled the day of.

I have the Play & Splash Room. When can I swim and add extra guest?

For this package, swimming is only permitted prior or after your event. We do not allow guest to be wet in this room as it will damage the carpet. When booking the room, you will pay for the first 20 people. However, you can have up to 20 additional people for a max of 40 people. You can have us charge you for the extra people at the time of booking if you provide authorization. Each additional guest over the first 20 will be charged at \$15R/\$17NR this includes extra pizza and drinks. If you wish to pay day of we will place an order for pizza at that time, and it can take an extra 30-60+ minutes for the extra food to arrive. Booking in advance will ensure your food arrives on time and when you designate the food time to be served.

What if I don't have the max people? Will I be charged less?

No, this is the base booking fee and is good for 1 to 20 or 40 people on the package booked. We will not issue any refunds or credits for fewer people than the room holds.



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If I booked a party when can I swim?

Your group will be able to swim anytime during our open recreation swim times starting at 12:30 PM until we close recreation swim. Please note that you will only have access to your room during your designated reservation. We will not be able to store or hold on to personal items.

What if a certain amenity is closed during our party?

We strive to have all amenities open during your visit. However, from time to time for reasons out of our control something might need to be closed for safety and or repair. We will give as much notice as possible but know that things can happen at any time and advance notice might be delayed. In the event of a closure, you will be contacted by party staff. Please check our official FaceBook page for and closures.

Birthday Party Code of Conduct:

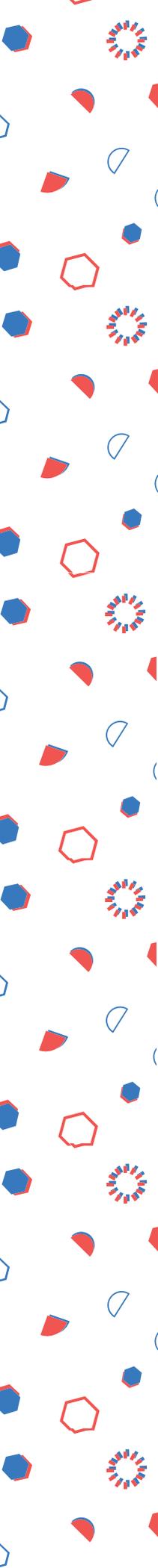
The Silliman Family Aquatic Center is committed to providing a safe and welcoming environment for every member, guest, and staff. To promote safety and comfort for all, we ask individuals to act appropriately at all times when they are in the Silliman Family Aquatic Center facility or participating in our programs.

We expect persons using the Silliman Family Aquatic Center to behave maturely and responsibly and to respect the rights and dignity of others. We do not permit language or any action that would tend to hurt or frighten another person, including staff, or that falls below an accepted standard of conduct.

As the main contact for your party, we ask that you take responsibility for all guest and self during your reservation. At any time this code of conduct is not maintained we will ask that you take the necessary steps to correct any and all issues that might arise. This will include and subject guest or self to the removal from the facility for us to provide a safe and welcoming environment for everyone. There will be no refunds and or credits, extended time or any compensation if we must enforce this code of conduct on any party or event.

Check IN & Check Out:

Prior to your party, a host will go over the condition of the party room with you to verify everything is clean and working. In the event, something is not working it will be noted and you will not be responsible for any damages. Additionally, they will conduct a check out as well to ensure the room is returned in the order received at the start of your reservation. You will be given the chance to correct any areas needed prior to being charged a cleaning/repair fee that will be assessed.



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I booked my party but need to order more food?

Please email us at birthday.party@newark.org to request a food order form right away. All additional food orders need to be placed the week of your party and received by us before Wednesday at 10 AM. **Orders received Wednesday AFTER 10:01 AM will NOT be accepted. We will assist you in placing a day of order. We are sorry for the inconvenience. This information was shared with you at the time of your reservation confirmation.**