

Frequently Asked Questions When Having a Birthday Party at



1. **When is the balance due for my child's party?**

Final payment for the balance due, including any additional children, is due at your child's party.

2. **When is my head count due to Bright Stars?**

We ask for a final head count 3-4 days prior to your party. You will be held to your verbal confirmation of the number of children attending, unless the number of children is greater. 10 children are included in the base price of our parties. We can accommodate a total of 20 children for our birthday parties (each additional child, over the 10, is \$14.00).

3. **Who should we contact if we are interested in ordering pizza for our party?**

Maurizio's Express (EHT) and Primo Pizza (Somers Point) will offer you a discount if you tell them that you're having a birthday party at Bright Stars and have it delivered to Bright Stars.

- Maurizio's Express- phone # 609.926.5566
- Primo Pizza- phone # 609.927.4464

4. **What time should we order our pizza to be delivered to B.S.A.?**

We recommend that you have your pizza arrive 50 mins after the party begins. Example: if your party starts a 1:00pm, have your pizza delivered by 1:50pm. *Please have the pizza delivered to the correct Suite for your party (Suite 4 = Gym or Suite 3 = Swim)*

5. **Is gratuity included?** Gratuity is not included in the price of the party, but it is always greatly appreciated by your party hosts if you were pleased with our service. Employees may accept cash/Venmo gratuities only.

6. **Will my guests need to complete a waiver prior to attending a party at Bright Stars?**

Every child entering the gym to participate in the party **MUST** fill out a Bright Stars Waiver card. These cards may be picked up ahead of time to be included with invitations and turned in at the time of the party, or parents can sign at the time of the party. No child will be permitted into the gym without a signed waiver.

7. **Are parents permitted to use the equipment or tumble?**

Bright Stars Gymnastics' insurance does not cover anyone older than the age of 18 on our equipment. Parents are more than welcome to enter the gym with their children **if their child is 4yrs old and younger**. Shoes must be removed prior to entering the gym.

8. **What time should we arrive for our child's party?**

Parents may arrive no more than 15 minutes prior to the start of their party. Our helpful party staff will have everything set up in advance. All you need to do is bring in your food and be ready to greet your party guests. We must maintain a strict party schedule in order to provide a great experience to all birthday guests and allow for time to sanitize between parties. *If your party stays longer than the allotted 15 minutes after your party end time, there is an additional \$25.00 fee.*

9. **What is the length of our Birthday Party?**

All of our parties are 1 hour and 30 minutes in length- 60 minutes in the gym/pool area and 30 minutes in our celebration area. Our party professionals are also happy to serve your guests during your celebration time.

10. **Are paper products included for the party?**

Yes, we will supply paper products for the children which include: large and small plates, tablecloths, napkins and forks.

11. **Do you have a refrigerator available for use?**

Due to limited availability in our refrigerator and freezer, we are unable to guarantee space availability.

12. **What is the rescheduling/cancellation policy?**

The \$100.00 deposit is **NON-REFUNDABLE**. We may be able to accommodate a party date/time change within ONE WEEK of the date that the deposit is made depending on our availability.