

BDAY PARTY FAQ



PARTY PLANNING

HOW FAR IN ADVANCE SHOULD I BOOK MY PARTY AND DO I HAVE TO PAY WHEN I BOOK?

To ensure party supplies and staff availability, Birthday parties must be booked a minimum of 3 weeks (21 days) in advance. Once you have decided to book your party, you will be required to pay 25% of your total party cost as a deposit not refundable less than 21 days prior to your party. On the day of your party, your remaining balance should be paid in full at the end of your party.

I AM A MUSEUM MEMBER. DO I GET ANY DISCOUNTS ON THE PARTY PRICE?

Premium and Deluxe members receive a 15% discount. This price is listed on the brochure. Non-members and Basic/Family members do not qualify for this special pricing. Please note that the discount is on the party only, and does not apply to any upgrades or add-ons.

WHAT IF I NEED TO CANCEL MY PARTY?

We understand that emergencies, illness and other issues can sometimes interfere with party plans! If you need to reschedule your party, rather than cancel it, please work with our Reservations team. They will do everything possible to find a suitable date and transfer your non-refundable deposit.

WHAT TIME CAN I HAVE MY CHILD'S BIRTHDAY PARTY?

Parties are offered on Saturdays and Sundays only. Party times are:
BASIC Saturday 10am, 12:30pm, 3pm | Sunday 1pm, 3:30pm
DELUXE Saturday 10am, 2pm | Sunday 10:30am (Level 1 galleries only), 2pm

WHERE DO PARTIES TAKE PLACE?

Basic parties take place in either our Imagination or Saunders Foundation classrooms on the 3rd floor. Deluxe parties take place in 1/3 of our Event Hall and include access to our Park Terrace. Our Level one gallery (Kids Port and Tugboat Tots) are available Sunday mornings only.

WHO IS INCLUDED IN THE TOTAL # OF GUESTS? WHAT IF MY GUESTS ARE MEMBERS?

All guests, both children and adults are included in the total # of guests except for children under the age of one. It is Museum policy that all children less than one year old are always free. If you are a Museum member at any level, your birthday child and immediate family that is listed on your membership are not included in the total number of birthday guests.

When your guests arrive for the party, they will be required to sign in and receive a wrist band at the information desk located in the lobby. After all your guests have arrived and signed in, we add up your total number to determine your remaining balance.* Birthday party guests who are Museum members cannot be excluded from your total number of guests. Even though they are members, they should check in at the information desk vs. the visitor services desk to receive the birthday party wristband.

*Additional guests are \$15 each.

WHAT IF MY PARTY WILL HAVE 50 MORE GUESTS? CAN I STILL HOST IT AT THE MUSEUM?

We happily welcome large events at the Museum! However, at a certain point, a simple birthday party becomes an event! If you are looking for a party for 50+, please contact our Catering Sales Manager at 813.433.3809 for information on booking a private event.

WHAT IF I DON'T KNOW HOW MANY GUESTS I WILL HAVE BECAUSE MY GUESTS ARE NOT RSVP-ING AS REQUESTED?

We don't need an exact count before the party starts, but a best guess is helpful! This will help us make sure there are enough plates, craft supplies, etc for everyone in your group! If you have ordered extras, like goody bags, we will need a count for those at least 2 days before the event.

IS PARKING INCLUDED?

The Museum does not have private or dedicated parking. All parking with access to the Museum is managed by the City of Tampa. The closest parking garage is the Poe Garage, which costs \$1.20/hour. Please contact your Reservation Specialist for information about paying for your group's parking in advance.

CAN THE PARTY BE FOR TWO CHILDREN AT THE SAME TIME?

Yes! However, there is a charge of \$10 for an additional birthday child, and the total guest count does not increase with an additional child.

I'M STILL NOT SURE ABOUT THE SPACE. CAN I HAVE A GUIDED TOUR?

Of course! Please call our Reservations team to schedule a guided tour of the Birthday Party rooms and spaces. Please note that during the week, the rooms are used for educational programs and special activities. Also, check out our photo gallery for images!

CAN I BRING MY OWN DECORATIONS?

The Museum provides decorations based on the theme chosen, but you are welcome to bring your own materials as well. Your Reservation Specialist will inform you of the color scheme and décor associated with your chosen theme. You may request another color of tablecloths, napkins and plates during the reservation process. Please let the Reservation Specialist know if you plan to bring your own materials, to expedite the room set up. Please note that you may arrive no more than 15 minutes early for your party. This time may be less depending on clean up and turn-over of any previous parties.

THE PARTY

HOW EARLY CAN WE ARRIVE?

WHAT IF I ARRIVE LATE?

Your reservation includes 15 minutes of set up time prior to your party. Because our Birthday Buddies have limited time to clean up and reset, you may not arrive any earlier to your party room. If you are running late, please attempt to call the Information desk at 813.443.3824 to let them know, so they can communicate with the Birthday Buddy team. Your reservation is for 90 minutes (Basic) or 120 minutes (Deluxe). Because other parties may be booked, we cannot extend your time if you are late.

CAN I BRING IN BALLOONS OR A PIÑATA?

You certainly may. Balloons must have weights attached. You can also purchase balloons (standard size helium filled latex) from us! Balloons are \$25 for 15 balloons (combination of up to 3 colors of your choice). Piñatas must be pull-string style and may not be suspended from the ceiling. A tall adult may hold the piñata for the children.

WHAT IF I BOOK A PARTY IN A CLASSROOM AND THEN MORE PEOPLE SHOW UP THAN THE ROOM CAPACITY ALLOWS?

The max capacity per classroom is 46 people. This capacity cannot be exceeded. If you think you will come close to this number, please book a deluxe party, which offers more space and can accommodate more people. The most comfortable crowd in a classroom is 25 people.

CAN I BRING A CD OR IPOD AND PLAY MY OWN MUSIC?

We can play CD's for you in the party, but the Museum does not have an iPod player. You are welcome to bring your own dock/player if desired. The Museum does have fun and fitting party music for each theme, should you wish to leave it to us!

DOES THE MUSEUM SUPPLY PAPER GOODS AND UTENSILS?

The Museum supplies 7" dessert plates and beverage napkins in a basic solid color. We also provide forks (white/clear/black) and plastic cups (clear). Other items supplied include plastic tablecloths and basic decorations (banner and centerpieces). Cake knife and lighters/matches are available. The Museum keeps a small supply of candles on site, but we encourage families to please provide their own candles.

IS MUSEUM ADMISSION FOR MY GUESTS INCLUDED IN THE PACKAGE PRICE?

Yes! Every party guest has admission to the Museum on the day of the party! If your party is later in the day, your guests can even arrive early and play before the party! Just ask guests to check in at the membership/information desk on arrival and then be in the lobby approximately 10 minutes before your party to be escorted to the party room.

CAN I BRING A PHOTOGRAPHER OR VIDEOGRAPHER?

You may bring a photographer to the party. If the photographer enters the Museum exhibit areas, he/she must be included in the guest count. If he/she only attends the party, he/she is not included in the guest count.

CAN PARENTS DROP THEIR KIDS OFF FOR MY PARTY?

Parents may drop children off for a party, but the birthday parents must greet the children in the lobby and chaperone them through the Museum. An adult from your group will need to wait in the lobby until all guests have arrived and escort them to the party room. The Museum does not facilitate the pick-up of guests either, so an adult from your group will need to arrange for a suitable pick-up location and wait with children until all are picked up. If your group intends to visit the Museum after your party, please note that we require a minimum of one adult per 10 children and that children must stay with the adult chaperone at all times. Birthday Buddies are not responsible for chaperoning party guests outside of the party room.

CAN PARENTS WHO ARE MEMBERS DROP THEIR KID OFF AT MY PARTY AND THEN GO IN THE MUSEUM WITH THEIR OTHER CHILDREN AND WAIT FOR THE PARTY TO END SO I DON'T HAVE TO PAY FOR THEM OR FOR THEIR SIBLINGS TO ATTEND MY PARTY?

Yes, parents may visit the Museum with other children at their own cost/ on membership while another sibling joins your party. However, please note that the same rules apply as above for dropping off a child. Also note that parents may not enter the museum without children during a party, as all adults are required to be accompanied by a child for admission.

BIRTHDAY BUDDY

WHAT IS THE ROLE OF THE BIRTHDAY BUDDY?

Every party comes with a Birthday Buddy to lead activities, keep you supplied with drinks and paper products, help with cake, and do the set up and clean up. The Buddy will help keep your party on schedule, and will prepare the group to go into the Museum at the end of the party. Your Buddy will also collect all presents, leftover cake, and any supplies you brought and store them on a cart (tucked away behind the scenes) until your family is ready to leave the Museum.

WHO IS MY BIRTHDAY BUDDY?

Birthday Buddies are assigned based on the age/gender of the child and the theme of the party. Some of our Buddies are experts at Pirate parties; others excel at My First Birthdays. Birthday Buddies are also part of our Playologist team, and have duties outside of birthday parties. Because of this, Buddies are assigned during the week prior to a party, so it is unlikely that you will know who your Buddy is in advance. You can always request a Buddy, but he/she may not be available.

CAN I TALK TO MY BIRTHDAY BUDDY?

Because our Buddies are not assigned to parties in advance, it is better to talk to the Reservations Team about special concerns or requests. The Reservationist prepares a full report of requests and concerns for each party, and these are then given to the Birthday Buddies the morning of the party. While the party is happening, please do mention any specific requests such as games to your Buddy, and he/she will be happy to help!

CAN I SIT BACK AND LET THE BIRTHDAY BUDDY RUN THE SHOW?

We want you to be able to have a fun and relaxing party, too! But, at the Glazer Children's Museum, we believe in family interaction! While the

Buddy might seem to be running the show, please remember that we will always defer to a parent for behavior correction, timing, etc. Additionally, with very young children, we will often ask for parents to help with crafts and games. Trust us, you'll have fun too!

HOW LONG WILL THE ACTIVITIES COORDINATED BY THE BIRTHDAY BUDDY LAST?

Our motto for parties is over-prepare and follow the kids' lead. For example, if a group is perfectly content spending 30 minutes or more doing one craft, we may allow them to keep going. Likewise, if a group needs a change of activity every 10 minutes, we'll accommodate. Generally we will allow 30 minutes of your party time for food/cake, and another 10-15 for greeting/social time at the beginning and end of the party. Please let your Buddy know if you plan to open presents at the party, as that takes time as well.

FOOD & BEVERAGE

WHEN MUST MY FOOD ORDER BE PLACED?

Food orders must be received by the food service department no later than 12 Noon on the Wednesday prior to the party. Any food orders received after that time will not be guaranteed. Every effort will be made to accommodate late requests.

WHAT IF MY CHILDREN/GUESTS HAVE FOOD ALLERGIES AND I WANT TO BRING MY OWN FOOD?

With the exception of your birthday cake, no food or beverages may be brought into the Museum. You may contact our food services department to discuss specific food allergies and requests in advance of your party. Our full service catering department will be able to handle all types of food allergy requests as well as special diets.

DOES THE TIME SPENT EATING FOOD COUNT TOWARD MY 90 MINUTE PARTY DURATION OR IS FOOD EATEN BEFORE/ AFTER THE PARTY?

Yes. Your Birthday Buddy will build in approximately 30 minutes for food and cake time during your party.

CAN I BRING ICE CREAM?

No. With the exception of your birthday cake, all food and beverage must be provided by the Glazer Children's Museum.

CAN I ORDER FOOD ON THE DAY OF MY PARTY?

Yes – if you forget to order food in advance, there is a menu in place for last minute food orders, however it is VERY limited. No pizza will be available without prior order. All orders placed on the day of the party will be charged by the food services department at the Tiny Bites Café location and will not be able to be charged to your birthday party master billing.

CAN I SUBSTITUTE THE BEVERAGES INCLUDED IN THE PARTY PACKAGE WITH OTHER BEVERAGES?

Sorry but no – the birthday party packages include lemonade (Country Time) and ice water which will be available at your party. Additional selections are available by the pitcher (64 oz) as listed on the birthday party food menu.

IF MY GUESTS DON'T EAT THE FOOD AT MY PARTY, DO I STILL HAVE TO PAY FOR IT?

For any unopened product to be charged on consumption, the charge must be handled directly with the food service department arranged in advance and will not be able to be charged to your birthday party master billing. This option is only available for prepackaged items such as bottled drinks and bags of chips. Party trays, pizzas, etc are not charged on consumption.



PARTY EXTRAS FOR PURCHASE

The Museum has the following items available to make your party even more fun!
THE PARTY EXTRAS MUST BE BOOKED AT LEAST 2 WEEKS IN ADVANCE

FACE PAINTING

One of our trained staff will paint cheeks and faces for anyone in the party. \$40/1 hour

BALLOON TWISTING

A trained staff member will create swords, puppies, flowers and more for your guests! \$35/1 hour

BALLOONS FOR DECORATION

\$25 for 15 helium balloons in up to 3 colors. These balloons are yours to take when the party is done! (Weights are not to be taken home. Balloons will be tied to your cart to take home. We discourage children from taking balloons into the Museum while playing.)

GOODY BAGS - \$6 per bag. We have boy and girl bags with 4-5 small toys in each. We do not include candy in our bags. Click [HERE](#) (link) for photos!

SPECIAL NOTE ALL ADDITIONS TO A PARTY ARE SUBJECT TO FLORIDA STATE SALES TAX OF 7%.