



# Party Packages Q & A

## **Does my Party have access to the entire facility and/or Epic Waters?**

Epic Waters is not included in your rental and your party may only use the specified rental areas.

## **How early may I arrive to set-up?**

Your party has 15 minutes before and after the party to set-up and tear down.

## **How many guests may I bring?**

Parties with maximum “**children**” listed, refers to the number of children there for the party. Adults do not count against this total. There is enough tables and chairs for the maximum number of children.

Parties with maximum “**guests**” listed, refers to the max number of people attending the party. There will be enough tables and chairs for up to that amount of people.

## **What amenities will be provided to me? May I bring extra tables and chairs?**

Each party will have access to the amenities for that area including tables, chairs, trash cans, restrooms, etc. Extra tables/chairs may not be brought in and the max number for the rental may not be increased.

Multi-Purpose Room Parties have access to eight 6ft rectangular tables, two 8ft tables and up to 50 chairs.

Pool Parties have access to six 5ft. rectangular tables, 30 chairs, refrigerator, microwave, sink, pool and locker rooms.

KidsPlay Parties have access to four kids size tables, two 4ft tables, 20 child sized seats inside and outside playgrounds.

Zone 1317 Parties have access to all the games in the room, all amenities of the multi-purpose room and the balcony connecting the two rooms.

Gym Parties have access to the café tables and chairs, the gym and futsal courts and bleachers.

## **May I bring food and drink?**

Yes, you may bring your own food and drink not to include alcohol. Please no glass containers in the pool or pool area.

## **May I decorate the room?**

Yes, you may decorate the tables and walls. We do not allow the use of tape, nails or tacks on our walls. You may use adhesive putty to hang items. All items must be take down at the end of the party. Items not permitted in the room are confetti, glitter, party poppers and piñatas.

## **Is there a personal attendant for my party?**

No, however, we do have staff that will escort you to your room and assist with your initial set-up.

## **Is music permitted to be played with my party?**

Yes, you may bring your own music in the party room. The Epic will not provide a sound system for you and does have the right to ask for the music to be turned down or off if so deemed necessary.

## **For a pool rental, do parents have to get in the water with their children?**

To better protect your child we do require that children under the age of six must have a parent in the water with them. If the parent did not bring a suit, the child will be permitted to swim only if they wear a lifejacket at all times while in the pool area.

## **What is the refund policy?**

All rental cancellations must be made more than 14 days in advance to receive a refund. A refund request form must be filled out. No refunds for inability to be able to use outside areas. Cash and check refunds are not issued on site and may take up to two weeks to receive a refund. Credit cards will be refunded to the original card. Rentals may be transferred (based on availability) to a different date if due to illness or death in the family.