



## Birthday Celebration Frequently Asked Questions

### **Q: Are you still offering Birthday Parties?**

**A:** Yes! We now offer Birthday Celebration Experiences that can be booked any day of the week. This is a unique way to celebrate your special day with your family and friends. The birthday experience is all about creating memories and sparking curiosity through hands-on play at the Amazeum.

### **Q: What is different about an Amazeum Birthday Celebration?**

**A:** Celebrating your birthday at the Amazeum is all about creating a memorable one of a kind experience for the creative and curious kid in your life! Amazeum celebration packages include exclusive badges and exploration experiences to the birthday child and party attendees.

### **Q: What is the price for an Amazeum Birthday Celebration?**

**A:** We offer three packages for our Birthday Celebrations at the Amazeum.

- Play (\$80) - 2 Adults and 4 Children
- Explore (\$275) - 10 Children and 10 Adults
- Celebrate (\$450) - 20 Children and 20 Adults.

Member Pricing:

- Play (\$60) - 2 Adults and 4 Children
- Explore (\$220) - 10 Children and 10 Adults
- Celebrate (\$360) - 20 Children and 20 Adults.

All packages include an exclusive Amazeum Birthday Celebration badge and lanyard, a photomoment with your entire group, an exhibit challenge quest, and a gift for the birthday child from the Amazeum.



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### **Q: What are the experiences available for Birthday Celebrations?**

**A:** All Amazeum celebrations include an exclusive exhibit challenge quest. An Exhibit Dive or Hershey Lab experience can be added to the party. All experiences are catered to the age of the birthday child and guests. Pricing is listed below:

**Hershey Lab add on:** \$60

**Exhibit Dive add on:** \$30

### **Q: What is a Hershey's Lab workshop?**

**A:** A Hershey's Lab workshop is a private Hershey's Lab experience for your group. Workshops use Hershey's products to explore various scientific principles. Hands-on explorations give students a STEAM (science, technology, engineering, arts and math) experience that is unique to the Amazeum.

The Hershey Lab is offered at specific times during the day. The Reservation Specialist will help you find the best time for your group.

At this time there is limited capacity in the Hershey Lab. A maximum of 20 children and 3 adults are allowed in the workshop.

### **Q: What is an Exhibit Dive?**

**A:** An Exhibit Dive is a private 15-20 minute facilitated experience with one of our outstanding Play Facilitators. You will investigate and uncover new things through open-ended exploration together. An Exhibit Dive Experience can be booked anytime within your scheduled reservation.



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### **Q: Can we add additional guests to our package?**

**A:** Yes! Additional children are \$10 per child and additional adults are \$6 per adult.

### **Q: Do the packages include a room rental?**

**A:** Birthday Celebrations at the Amazeum does **not** include a room rental. At this time we do not offer any private room rentals for parties. Food and drink are not allowed in the museum, and can only be consumed in our outdoor playscape.

### **Q: When can I book my child's Birthday Celebration Experience?**

**A:** The Amazeum Birthday Experience can be scheduled anytime the Amazeum is open. We recommend booking your party with at least 1.5 hours to explore, create, and play. Our operating hours are:

Sunday: 1:00-5:00

Monday: 10:00-5:00

Wednesday: 10:00-7:30

Thursday: 10:00-5:00

Friday: 10:00-5:00

Saturday: 10:00-5:00



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### **Q: How far in advance may I book my child's birthday party at the Amazeum?**

**A:** We take reservations for birthday parties a maximum of 12 weeks in advance.

### **Q: How do I make a reservation for a Birthday Celebration Experience?**

**A:** Reservations can be requested online. Once a party is requested through an online form, an Amazeum member will reach out to you to confirm the details. Additionally, you can contact the Amazeum's Operations Assistant, Monday through Friday from 9:00 a.m to 4:00 p.m by calling 479-696-9280 ext. 204, or via email at [reservations@amazeum.org](mailto:reservations@amazeum.org).

Your reservation is not complete until you have received an email confirmation.

### **Q: What if I need to make changes to my reservation?**

**A:** You may make any necessary changes to your reservation by calling 479-696-9280 ext. 204, or by emailing the Reservation Specialist at [reservations@amazeum.org](mailto:reservations@amazeum.org). If you need to make changes the day of your visit, you can do so when you check in at the admission desk.

### **Q: What if I need to cancel my reservation?**

**A:** If you cannot make your reserved date and time, please cancel at least 14 days in advance. Submit cancellation to the Reservation Specialist in writing by fax, mail, or email. Please include your contact information and the date of the reservation. If you are cancelling due to inclement weather, please call 479-696-9280 ext. 204.



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**Q: If my child's party guests are members, do they count towards my child's invitees?**

**A:** All participants, regardless of membership, are included in the total number of invitees.

**Q: When is payment due?**

**A:** A \$25 non-refundable deposit is due when the reservation is made. The remaining balance is due at the time your party is fully checked in with an Amazeum team member.

**Q: How long is a Birthday Celebration?**

**A:** You and your guests will be given a scheduled arrival time for your celebration experience. Please arrive 15 minutes prior to your scheduled time to allow time for check-in. You are welcome to stay and play the remainder of the day.

**Q: Can we bring cake to our celebration?**

**A:** A Birthday Celebration at the Amazeum is all about making the birthday child feel special and engaging in hands-on play and learning. We recommend having your cake/cupcake celebration moment with your child before or after your Amazeum visit. At this time the only space we offer for food/drink to be consumed is in our outdoor playscape.



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**Q: What can we do with gifts brought by attendee's to the party?**

**A:** We can offer a space for gifts to be held when checking in your group and throughout your experience at the Amazeum.

**Q: Will face coverings be required?**

**A:** We request that guests, who are vaccinated or yet to be fully vaccinated, or older than 2 wear masks inside the Amazeum.

**Q: What if I don't have a face covering or mask?**

**A:** Guests who do not have a face covering may use disposable face coverings provided free of charge at the entrance.