



## Birthday Celebration Frequently Asked Questions

### **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.

### **Reservations**

### **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).

### **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 [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:** Please submit cancellations in writing at least 14 days in advance. To cancel your reservation, contact the Operations Assistant by fax, mail, or email. Please include your contact information and the date of the reservation. If you are canceling due to inclement weather, please call 479-696-9280 ext. 204.

### **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.



## Birthday Celebration Frequently Asked Questions

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

**A:** The Amazeum Birthday Experience can be scheduled anytime during normal business hours. We recommend booking your party with at least 1.5 hours to explore, create, and play.

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

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

## **Packages & Pricing**

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

**A:** An Amazeum Birthday celebration is \$100 for Members and \$130 for Non-Members. This package is for 5 adults and 5 children, additional adults (\$8) and children(\$10) can be added.

The package includes 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.

### **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.



## Birthday Celebration Frequently Asked Questions

### Optional Add Ons

**Q: What can we add to our Birthday Celebration package?**

**A:** You may add one or all of the following: Private room rental, Hershey Lab, Exhibit Dive and/or Gift Card addition.

**Q: Do I have to choose any add ons?**

**A:** Adding additional activities or a room to your package is not required. Please note that outside food or drink is only allowed in the outdoor playscape or with a room.

**Q: Which experiences are available?**

**A:** An Exhibit Dive or Hershey Lab Experience can be added to any package. All experiences are catered to the age of the birthday child and guests. Pricing is listed below:

**Hershey Lab** \$60

**Exhibit Dive** \$40

**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 Operations Assistant will help you find the best time for your group.

At this time there is limited capacity in the Hershey Lab. A maximum of 23 children and 5 adults are allowed in the workshop.



## Birthday Celebration Frequently Asked Questions

### **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.

### **Private Room Rental**

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

**A:** The packages do not include a room rental. A private room rental can be added to any Birthday Celebration package for an additional fee. Pricing is by the hour:

**\*Learning Loft A-** \$75 (Member) & \$100 (Non-Member)

**Learning Loft B-** \$100 (Member) & \$125 (Non Member)

\*Not available June-July

Learning Lofts are located inside the Amazeum on the second floor. Rooms are accessible by stairs or elevator.

#### **Q: How many people can we have in the room?**

**A:** Capacity limits differ for each room. See below:

Learning Loft B Capacity - 50 people

Learning Loft A Capacity - 35 people

#### **Q: Can I reserve a room without reserving one of the packages?**

**A:** The Learning Lofts are only available as add ons to Birthday Celebration packages.



## Birthday Celebration Frequently Asked Questions

### **Q: Can I get into the party room early?**

**A:** Access to the room is only available during the hour(s) rented. Setup and cleanup must be done within the reserved time slot.

### **Q: Can I extend my one-hour room rental?**

**A:** Yes! A request for additional time in the room should be communicated at least two weeks in advance. Please note that additional room time cannot be guaranteed if the request is short notice or day of.

### **Q: Do you have a space to store our party items before or after our room rental?**

**A:** Yes! We have an area where we can store food, drink, gifts and other party items until it is time for you to enter the party room or until you leave the museum. Please remember that the Amazeum does not have prep or refrigeration space available for groups.

### **Q: What can we bring to our room rental?**

**A:** You may bring: birthday cake, snacks, non-alcoholic beverages, plates, napkins, cups and other tableware. These items are **not provided** by the Amazeum.

### **Q: Are decorations allowed in the room?**

**A:** Most decorations are allowed with some exceptions. Oversized, excessive, or messy decorations are not permitted. Decorations that cause a disturbance to other guests, Amazeum staff, or cause damage to Amazeum property will be taken down.

Amazeum signage or art may not be removed, relocated, or covered in any location. **Blue painter's tape is the only approved adhesive** for wall decorations.



## Birthday Celebration Frequently Asked Questions

**Q: Can we reserve tables and chairs outside?**

**A:** Tables and chairs in the outdoor playscape can not be reserved for groups and are first come first serve. Decorations in the outdoor playscape are **not permitted**. You may bring your own food, drinks, utensils and other tableware. Please be aware of other guests that may want to use the space as well.