



# FREQUENTLY ASKED QUESTIONS

## **What Time Will I Be Able To Get In To Setup?**

You will be able to arrive 15 minutes before your party to setup. This time does not count toward your party time.

## **Can I Decorate?**

You are welcomed to decorate our party area as long as all decorations are not permanent and can be both setup and taken down in 15 minutes.

## **What Does Hi-Five Provide?**

Hi-Five will provide all equipment and staff for sports activities as well as tables, chairs and table cloths for the party area. Hi-Five will also provide basic napkins, plates, forks and cups. If you would like a party theme: Lego, Star Wars, Frozen etc. you are welcomed to bring your own party plates, cups and utensils.

## **What About Food?**

Hi-Five does not provide any food for parties. You are welcomed to bring in any food you like for your event but we DO NOT allow alcohol of any kind.

## **Parking?**

It is best to arrive at least 45 minutes early to find adequate parking in the area.

Parking information can be found here: [www.hifivesportszone.com/parking](http://www.hifivesportszone.com/parking)

## **Deposit? Refund Policy?**

The deposit of \$199.00 secures your date and time and is non-refundable. If, after booking, you would like to make a change in date or time, it must be done at least 30 days before the date of the party. If you would like to switch the date and/or time of your party, after the original booking, there will be a \$25 admin fee for changing date and/or time. **No changes in date or time will be allowed inside of the 30 days. If the party is booked inside of the 30 day window then no changes will be made and no refunds will be given on deposit.**

## **Who Counts Towards The Party Total?**

Any child who participates in the Hi-Five supervised activity at any time will be counted toward the total number of children and we will use the highest number of participants at any point to calculate the total. Children who are too young or do not participate and who do not participate at all will not count toward the total. Our maximum capacity for all persons in the building, per the fire code, is 88 people.

## **What If We Have A Range Of Different Ages?**

We will do our best to accommodate as many children, and ages, as possible but the party will be designed for the age of the birthday child. You are welcomed to bring coloring books or other activities that can be contained to the party/spectator area for children who do not participate.

## **What Is The “Murphy Mascot Option”?**

Murphy our mascot will appear near the end of every party for a few minutes to greet the guests and take pictures. If you would like have Murphy on site for 90 minutes of the party (instead of for just a few minutes) the cost is \$50.

## **What Is In The Sports Zone Goody-Bags?**

Our Goody-Bags consists of a mixture of our prizes from our “Murphy Mart”. Contents of our Goody-Bags may vary from party to party. Goody-Bags are \$6 per bag.