



## **Tiny Town Vaughan's Birthday Party Policies and Procedures**

**When booking a birthday party at Tiny Town Vaughan, you are agreeing to our policies and procedures that are listed below.**

### **(a) Cancellations**

- The 50% deposit is non-refundable, but it is transferable to a new date, if the cancellation is made a minimum of 3 weeks prior to your booked event.
- If less than 3 weeks-notice is given, 50% of the deposit will be transferable to a new date.
- If a cancellation is made less than 7 days prior to the party, the full deposit will be lost.
- Parties can be rescheduled for a later date (up to 2 months after the original date).

### **(b) Additions and Upgrades**

Any additions and upgrades to your package or room rental (if applicable) must be made a minimum of 7 business days prior to the party (i.e. adding balloon package, pizzas, catering, loot bags, additional children).

### **(c) Downgrades**

Party Packages (Town and City) cannot be downgraded less than 7 days prior to the party. Party Packages in the Cottage Room cannot be downgraded to less than 15 children.

The Village Party (room rental) and Metropolis Party cannot be downgraded less than 3 weeks prior to the party.

### **(d) Final Payment**

The balance of the payment is **due** on the day of the party, before the party is over.

We do not keep credit card information on file, so please make the payment at the Reception Desk.

### **(e) Guest Sign-in**

All guests are required to sign in at the reception desk.

### **(f) We are a sock facility.**

Please inform the guests that will be attending your party that bare feet and outdoor shoes are not permitted.

Adults may bring slippers or indoor shoes with them. Strollers are not permitted past the Coat Room.

### **(g) Set-up Time / Clean Up Time**

We allow for 15 minutes of set-up time prior to your party beginning.

We will begin cleaning your room 10 minutes prior to the end of your party.

The party room must be vacated at the end of your 2.5 hours.

When your party time is over, the children are not permitted back in the Town, as there will be new parties arriving, and we need to adhere to the Fire Safety Codes mandated by the City of Vaughan.

Additional party time can be purchased (if available) at the time of booking.

However, only the morning and evening parties can accommodate additional time.

### **(h) Outside food brought in for parties**

Outside food is permitted, but must be nut-free, prepared, and ready to serve.

Plug in units (including coffee machines) and chaffing dishes are also not permitted in the party rooms.

**(i) We cannot receive food, balloon or décor deliveries prior to your party.**

Someone from your party must be present to accept deliveries, and all items must immediately go to the party rooms.

Please inform us at the Reception Desk, if you have made arrangements for a pizza or food delivery. We will need the name of the person receiving the delivery, the company name, as well as the delivery time.

**(j) Party Rooms**

- **There is no taping allowed on the walls or murals of the party rooms.**
- Command hooks are available for use and must remain on the walls after the party is over. These hooks are located above the cake table and below the TVs. Additional hooks cannot be put on the walls.
- Balloon décor is welcomed.
- Each party room has a TV. You may bring in a USB (one per TV) with jpeg images. We can create a slide show for you. Please notify us at the Reception Desk when you are checking in.
- There is a Sonos music system in each party room. We cannot connect your personal device to it, but we can play themed music and sound tracks from Apple Music. Please let us know at the Reception Desk when you are checking in
- All party tables are 6 foot long - standard rectangular tables.
- All party tables must have table coverings on them. If they do not, we will provide them at a charge of \$3.50 per 6' table.
- Pinatas, confetti, sticky candy, glitter, gum and face-painting are not permitted in the party rooms.

**(k) Additional Time**

The party room must be vacated at the end of the 2.5 hour party. An additional fee of \$20 for every 10 minutes over the booked time will be automatically added to the bill. At the 30 minutes our standard \$55 fee will be applied.

**(l)** We are not responsible for lost or stolen items.

**(m)** Invitations are available on-line or at Tiny Town Vaughan.

**(n)** Discounts and promotions can only be applied with proper promo codes and at the time of booking.

Please see page 3 for Specific Party Details:



### **Specific Party Details:**

#### **The Village Party: Caledon Room or Innis Lake Room Rentals (up to 30 people) Includes:**

- 15 minutes of set-up time prior to the party is provided
- Tiny Town Staff will begin cleaning the room 10 minutes prior to the end of the party, as the party room needs to be vacated at the end of the 2.5 hours
- 1 Large countertop
- 4 tables (including 1 dessert table). Tables are standard 6' rectangular and will each require table-cloths
- 20 chairs
- 1 TV (you may bring in a USB with jpeg pictures or a video clip)
- Music System (please let us know of a theme, soundtrack or type of music)
- A fee of \$9.20 will be charged for each guest over 30

#### **The Village Party: Cottage Room Rental (up to 50 people) Includes:**

- 15 minutes of set-up time prior to the party is provided
- Tiny Town Staff will begin cleaning the room 10 minutes prior to the end of the party, as the party room needs to be vacated at the end of the 2.5 hours
- 2 Large countertops
- 5 tables (including 1 dessert table). Tables are standard 6' rectangular and will each require table-cloths  
35 chairs
- 2 TVs (you may bring in 2 USBs with jpeg pictures or a video clip)
- Music System (please let us know of a theme, soundtrack or type of music)
- A fee of \$9.20 will be charged for each guest over 50

#### **The Town Party (Colours):**

- 15 minutes of set-up time prior to the party is provided
- Tiny Town Staff will begin cleaning the room 10 minutes prior to the end of the party, as the party room needs to be vacated at the end of the 2.5 hours
- 2 tableware colours will be chosen: pink / purple / red / green / orange / blue / white
- The tables are set with the 2 colours for the number of children attending the party
- For adults, standard white plates, napkins, forks and items for coffee will be on the back countertop
- Pizza and juice boxes are provided for the children. Pizza is delivered approx. 1 hour after party begins
- Additional food is permitted as long as it is nut-free and ready to serve.
- A fee of \$6.20 will be charged for each guest over 30

#### **The City Party (Themed):**

- 15 minutes of set-up time prior to the party is provided
- Tiny Town Staff will begin cleaning the room 10 minutes prior to the end of the party, as the party room needs to be vacated at the end of the 2.5 hours
- Themed tableware will be provided and set up for the number of children in the party
- For adults, standard white plates, napkins, forks and items for coffee will be on the back countertop
- Pizza and juice boxes are provided for the children. Pizza is delivered approx. 1 hour after party begins
- Additional food is permitted as long as it is nut-free and ready to serve