

Tiny Town Vaughan's Birthday Party Policies and Procedures
Revised for COVID-19 'Modified' Parties aka 'RUN OF THE TOWN & VILLAGE' PARTY

LINK TO WAIVER & CONSENT:

Please have all guests (Children and adults) sign on-line prior to the party)
<https://tinytownvaughan.aluvii.com/employee/Waiver/SignWaiver2?waiverId=2>

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

In the case of a previously booked party cancelled due to COVID-19 our amended policy is:
The guest will have the FULL DEPOSIT AMOUNT available to be used towards another party. The party can be rescheduled up to 12 MONTHS AFTER THE ORIGINAL PARTY DATE. In lieu of using the deposit towards a party, it can also be used towards the purchase of a play-pass. Deposits cannot be refunded.

(a) Cancellations (not Covid-19 Closure Related)

- The deposit amount 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).
- **Additionally, if we at Tiny Town Vaughan cancel a party/event/camp at any time, due to reasons beyond our control i.e. force majeure (for example due to a public health ruling that requires us to temporarily close the venue or as a precautionary measure to contain the spread of a virus) we will also hold the full deposit amount paid to be used for another party within 12 months or issue the amount in the form of a PLAY-PASS.**

(b) Additions and Upgrades

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

(c) Downgrades

Party Packages Add-ons (Town or City) cannot be downgraded less than 7 days prior to the party.

(d) Final Payment

The balance of the payment is **due at the time of signing in** the day of the party.

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, fill out a 'Covid-19 Screening Survey' and 'Waiver and Consent' form. We encourage all guests to sign the 'Waiver and Consent' form on-line prior to the event to expediate the signing in process.

(f) We are a sock and mask 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.
- As per the York Region Health Unit, all guests that are 5 years old or older will be required to wear a face mask (exclusions are allowed, as per York Region Health Unit poster). Masks will be available for purchase.

(g) Set-up Time / Clean Up Time

- We allow for 15 minutes of set-up time prior to your party beginning. The facility doors will be locked while sanitization is happening, so please do not arrive earlier than 15 minutes.
- The final 15 minutes of the party is designated for clean-up. Staff will assist with the cleaning.
- The facility must be vacated at the 2.5 hour mark to ensure staff enough time to clean and sanitize the facility before the next party or Drop in and Play session.
- We will begin helping to clean your party room 15 minutes prior to the end of your party.
- When your party time is over, the children are not permitted back in the Town, as the facility will be closed for sanitization.
- At this time additional time cannot be added to parties due sanitization.

(h) Party Food

- In order to reduce the number of people entering the facility, we cannot accept food deliveries of any sort.
- Pizza will be ordered through Tiny Town and will delivered to your room. Please see our 'add on' options.
- Outside food is permitted, but must be nut-free, prepared, ready to serve and brought with the party hosts. Hot/greasy food including pasta, rice, sauces, popcorn, hard candies, gum etc. are not permitted. Platters such as sandwiches, wraps, fruit/veggie, dessert trays etc. are recommended.
- Plug in units (including coffee machines) and chaffing dishes are also not permitted in the party rooms.
- Food (including snacks and loot bag treats) and drinks are not permitted outside of the party room. This allows us to maintain a clean facility and gives staff time to clean and sanitize between parties.
- Our café prep area is a sanitized space. We cannot allow use of our fridge/freezers or prep space due to COVID and Health and Safety restrictions. All party food will be brought directly to the party rooms.

(i) Party Rooms

- **There is no taping allowed on the walls or murals of the party rooms.**
- Pre-installed 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.
- We offer balloon décor which will facilitate in timely set up of your party room. Please see our 'add-ons' and we can quote additional item at your request.
- Each party room has a TV. You may bring in 2 USBs (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 (including in balloons), sticky candy, glitter, gum and face-painting are not permitted in the party rooms. A fee of \$50 will be applied if confetti, glitter etc. needs to be cleaned up.

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

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

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

(m) During the Covid-19 restrictions, our birthday parties will include up to 46 guests. Including staff, we are not permitted to exceed 50 people in our facility as per the By-laws enforced by the City of Vaughan and the Ontario Provincial Government. **Additional guests, over the permitted amount, will not be permitted in the building.**

(n) During the COVID-19 pandemic, our “COVID-19 modified parties called our RUN OF THE TOWN party” will be closed to the public. The party fee will include use of the Cottage Room, as well as use of the Town and café seating area. Please note the strict time lines to ensure we can properly sanitize the facility before the next party or Drop in Session.

