



Birthday Party FAQs

How far in advance do I need to make a reservation?

Birthday party reservations need to be made no less than 4 weeks in advance of the desired party date. Reservations are taken based on availability. Parties are available during designated times on Saturdays and Sundays only.

Do I have to be a Member to have a party?

Yes, birthday parties are a perk for Members only. You can easily join at the Family level or above when booking your party. The Membership is valid for a full year and a portion of the Membership is a tax-deductible donation. Members receive discounts to shows and workshops, free admission to the Museum exhibits, free admission to the Film Series, and much more!

I am a Member at the Center for Puppetry Arts. Can my friend have their child's party at the Center using my Membership?

No, because birthday parties at the Center are a Member benefit only, the child celebrating a birthday must have a parent or guardian who is a Member at the Center for Puppetry Arts.

Is there a deposit required?

A deposit of \$241 is due at the time of booking to reserve your party. If you are not a current Family level Member, payment for the Membership will be due as well.

Can I see the party facility prior to making a reservation?

We will be happy to show you our facility prior to making a reservation, or prior to your party date. Please coordinate in advance with the Birthday & Rentals Coordinator to find a mutually agreeable time. Unscheduled walk-up requests to view the space may not be possible to accommodate.

When do I have to give a final head count and pay for my party?

All final head counts (for show, workshop, and/or museum tickets) and payment must be received no later than the week of your party.

What about siblings and adults of my invited guests?

All children ages 2+ and all adults attending the show must have a ticket. Tickets at the birthday party group rate are \$8.75 each. Many shows sell out, so tickets **MUST** be reserved and paid for in advance. This guarantees that enough tickets are reserved and that your group will be seated together. **NOTE: Special prices apply for select performances of Rudolph the Red-Nosed Reindeer™.* On the day of the party, extra tickets may be added if they are available. Please keep in mind that any tickets purchased the day of the party are not guaranteed to be seated with the birthday group.

Where do I check in for my party?

Upon arrival, please check in at the Ticket Office in the lobby and let our staff know whose party you're here for. The Birthday Assistant will show you to your party room so you may set up.

How many people does the party room hold?

The room capacity is 40 people, including infants and adults. If the party group is more than 40 people, you **must** rent an adjoining room for \$150 due to fire code restrictions. (Adjoining room subject to availability.) Advance notice is required to rent an adjoining room.

How long do I get the party room and what is provided in the room?

The basic party package includes 1 hour in the party room after the show for the actual party and clean-up, as well as 45-60 minutes for set-up prior to the show and 1 hour while the group is in the show. Please check with the Birthday & Rentals Coordinator regarding availability. Additional set-up time, break-down time, or actual party time may be added for \$150/hour, depending upon availability. The Center will provide the following in each party room: One 15' long bench-style table, one 6' rectangular table for food/drinks, several chairs for adults, a birthday throne at the head of the table, and a take-home birthday crown for the birthday child. Each birthday group is responsible for bringing their own approved decorations and refreshments. The Center does not supply any refreshments, cake, or party supplies/decorations.

What type of food should I serve?

Papa John's Pizza delivers right to the Center for lunch! Call 404.872.5252 and ask about the Center's Birthday special. Or, you are welcome to choose any other food vendor that you like, as long as your refreshments are approved by the Center.

Will someone be there to assist me during the party?

There will be a Birthday Party Assistant working with you to make sure your day at the Center goes as smoothly as possible! The Assistant will be responsible for setting up your party room with the items provided by the Center and then showing you to your room upon arrival. The Assistant will direct your group from the show to the workshop and party rooms, as well as be available to assist you with any needs you may have during the party. **NOTE: The Assistant will not be available to help decorate your room, transport items from your vehicle to Harlequin Hall, or facilitate activities during your hour-long party.*

What if I pay for the party and not all my guests show up?

The Center does not give refunds for tickets, but you will receive rain checks for any unused tickets. The rain checks are valid for up to 6 months after your party to most Family Series performances.

Where should my guests and I park?

The Center offers limited FREE parking in the lot on-site.

Where will we sit in the theater?

Birthday groups receive reserved seating, which is directly behind the Members-only Seating in the front of the theater. Exact row placement varies based on number of Member tickets purchased for each performance. **NOTE: When there is more than 1 party per show, groups will be seated behind each other.*

Is the Center ADA-accessible?

The Center is ADA-accessible, including a ramp leading up the entrance and an elevator that accesses all three floors inside the building. However, both theaters have stairs, so patrons in wheelchairs will be seated in front of Member Seating. Please let the Birthday & Rentals Coordinator know when booking the party if special seating or any other accommodations due to a disability will be needed.

What if I am running late or my guests arrive late?

Shows, workshops, and parties start promptly at the designated times listed. It is highly recommended that you and your guests arrive 20-30 minutes prior to your first activity (please check with Birthday & Rentals Coordinator to confirm your set-up time) to ensure that everyone makes it to your first activity on time. **Refunds or extra party time will not be issued due to groups arriving late for activities.** If any guests arrive after the show has started, they will be escorted into the theater at the discretion of the House Managers. If they arrive too late to view the show or participate in the workshop, you will be given rain checks for those unused tickets.

What if I need to cancel or reschedule my party?

If the party is cancelled less than one month prior to the party date, the party room rental fee is nonrefundable. Once payment is made, tickets and Memberships are nonrefundable as well. If needed, rain checks will be issued for the unused tickets.