



BIRTHDAY PARTY CONFIRMATION & POLICIES

Please review so you are aware of the expectations of the staff & facility, Troy Gym, in addition to the expectations of the customer and their guests.

Parent/Guardian Last Name	Event Day & Date	Event Time	Arrival Time
Parent/Guardian First Name	Booking Telephone & Email	Facility	Party Room
Birthday Child(ren)'s Name	Birthday Child(ren)'s Age & Birthday	Birthday Child(ren)'s T-Shirt Size <i>*1 shirt per party, unless children are multiples*</i>	Adding T-Shirts <i>\$5/ea 2 wks notice required</i>
Participant Count <i>add'l \$15 pp over 20; max 50</i>	Table Cover Color Request <i>Red/Yellow/Green/Blue/Pink/Black</i>	Bounce House <i>add'l \$50</i>	Ninja Room <i>Ages 4+ONLY; add'l \$50</i>

FINAL HEAD COUNT needs to be confirmed by the **Friday, 1 WEEK BEFORE YOUR PARTY** to insure additional staff. It is the responsibility of the booking party to contact Troy Gym with any changes to the reservation, including participant count by the deadline noted. Participant headcount cannot exceed 50.

Participant count must include any person ages 12 months-23 years.

FINAL EVENT DETAILS to be arranged by the **Friday, RIGHT BEFORE YOUR PARTY**. This includes final participant count (children), the addition of the bounce house/ninja room, and table covering requests. If the participant count dropped below what was confirmed the week prior, please inform office staff to insure you are not overcharged. Once payments are made, they are non-refundable.

If the party would like to add t-shirts to their package, all sizing and color requests must be submitted **two weeks prior to the event** via email (havefun@troygym.com).

Required **NON-Refundable Deposit** to reserve the party room due at scheduling: **\$200.00**

Final Payment for Remaining Balance due by the **Friday, RIGHT BEFORE YOUR PARTY. \$ _____**

Once this balance is paid, it is NON-REFUNDABLE. This includes participant count.

Check	Credit	Cash
Check # xxx	AUCTION WINNER	xxx

Additional Charges may occur on your account.

Additional Children All coaches will do a head count. If the head count is over the number that was confirmed and paid for by the party, an inconvenience charge of \$20 per person will be applied to your account.

Head count will include any person ages 12 months-23 years.

*please note, we provide seating for the number of participants confirmed and paid for.

Overtime Charge \$50 OVERTIME CHARGE.

Overtime charges will be applied to your account beginning 5 minutes past your allotted time & for each additional 15 minutes thereafter.

Cancellation If the family chooses to cancel their event, the deposit will remain on the account to use for another party within 12 months. After this time, the deposit will become void. Cancellations must occur 24 hours in advanced unless there is a medical emergency. No call/no show events will not be granted a reschedule. **All payments are final and non-refundable.**

Terms & Conditions
Birthday Parties at Troy Gym

1. **Family & Guest Arrival:** The family of the party may arrive **no earlier** than 15-minutes prior to their event to greet guests upon their arrival. It is encouraged to ask guests to arrive 10 minutes before your party start time to ensure you and your guests can enjoy the full 90 minutes of your party. Party time slots cannot be extended day of due to late arrivals of family and guests.
2. **Guest Count:** In order to insure proper staffing, it is required that you give at least 1-week notice, to the Friday before your party, if the count of participants goes over 20. This count must include any person 12 months-23 years who is expected to attend your event. The guest count will only include guests ages 12 months to 23 years. Any participant added into the headcount after the required notification date will result in the card on file being charged \$20 per child over the confirmed headcount.
3. **Deposit & Cancellation:** Deposits for events at Troy Gym are **NON-REFUNDABLE**. Upon cancellation, your deposit will remain on your account at Troy Gym to be applied toward a rescheduled event time and will become void 12 months past the cancelled date. ***If for whatever reason Troy Gym needs to cancel your event due to acts of God or otherwise, the amount paid for your event will remain on your account for a future reschedule or to go toward another activity at our facility.***
4. **Rescheduling:** Events can be rescheduled one time after booking.
5. **Payments:** All balances must be paid in full the Friday before the party. Any accrued event balance past due will be processed with the payment information on file Saturday morning. Any balance due after the event (i.e. extra kids, overtime charges, etc.) will be processed the Monday following the event. All birthday party balances are **NON-REFUNDABLE**.
6. **Extension of Time:** In the event that your event goes past the scheduled time, an overtime charge will be applied to your account and processed the Monday following your event. The overtime charges are as follows: \$50 for the first 5 minutes passed your scheduled time & \$50 for each 15 minutes thereafter.
7. **Conduct of Events:** All events will begin their time in the gym, followed by the party room for food, beverages, dessert (provided by the hosting family), and gifts (optional). The gym time cannot exceed 1 hour and 15 minutes. 15 minutes of gym time will be reallocated to the party room if the family chooses to open gifts. Children are not permitted to re-enter the gym after the first 1 hour and 15 minutes of party time. Our staff will insure safety procedures and protocols during your event. This includes structured activities for children to become acquainted and familiar with our facility and safety rules.
8. **Displays and Decorations:** Event staff are given 1/2 hour before your event time to complete their expectations list set by the program director. This includes set up of the party room and gym areas as well. Any decorations, displays, and typed direction may be dropped off in the office of the facility in which the event is being held during office hours the week leading up to the party. Event staff is not able to come in earlier to set up for your event regardless of the amount of décor that you plan on bringing in; additionally, families are not able to enter their party room earlier than 15 minutes prior to their party time. Please be mindful of these restrictions while planning out your party room décor.
9. **Restrictions:** Glass, alcohol, confetti, pinatas, and open flames (with the exception to birthday candles) are prohibited on Troy Gym property. Age restrictions apply in the gym. No person over the age of 23 is allowed on any equipment at any time. Any person aged 12 months-23 years wishing to participate on the floor of the event will be included in the head count. This may result in additional charges on the account. Guests over the age of 23 not adhering to the age limits will be asked to leave the gym floor during the remainder of the gym time.
10. **Other:** Event time slots are set for a specific time/location. The time and location cannot be changed. Additionally, time slots cannot be altered due to the rotation of neighboring time slots. Troy Gym holds multiple parties in each facility at a time. We cannot guarantee you will have the gym to yourselves. Troy Gym 2 mezzanine is two party rooms. **Parties will be granted the party room that they book only.** To reserve the entire upstairs mezzanine, hosting family will need to book the adjacent time slot. This can only occur for the last time slots of each day due to the rotation of events at our facility.
11. **Gym Rules:** The coaches have a responsibility to ensure gym safety. If at any time a guest, adult or child, is not cooperating with what the coaches are asking, they will be asked to leave the gym floor-**NO EXCEPTIONS**. The following rules are expected of all guests. Coaches may give guests additional rules. They must be followed.
 - No street shoes are allowed on the gym floor, encourage parents who stay to bring socks.
 - Parents must accompany children 4 years & younger at all times.
 - No person over the age of 23 is allowed on any piece of equipment at any time. This includes but is not limited to the bounce houses, foam pits, trampolines, spring boards, pirate ship, and any other play structures.
 - No outside food/drink. Only water is permitted.
 - Children & parents must stay with their group at all times regardless of their age.
 - Children & parents must listen to the safety rules given by the coaches.

Please sign this document in agreement with Troy Gym Terms & Conditions and submit to Troy Gym via fax, email, mail or in person.

Birthday Child(ren) Name (printed): _____

Parent Name (printed): _____ Parent Signature: _____ Date: _____