



## Birthday Party FAQ

**Q: Can I add items to my order after placing it?**

A: Yes. The party coordinator will contact you to confirm your order and again in the week prior to your party, and will help add any items you need. It is best to add as many items as you can ahead of time, however you may also add things on the day as needed.

**Q: What food and custom options are available?**

A: At Chipper's, we have a full restaurant that caters to every food taste. While all the packages come with pizza, you have many options when it comes to additional food. Our custom options are also extensive, and include items like goodie bags as well as options to book additional activities or add a Party Animal Upgrade. A complete list of food and custom options will be sent to you after booking.

**Q: Are these packages just for kids?**

A: These packages are available for kids ages 5-18. For an adult birthday, ask us about our Chipper's FUN Packs!

**Q: When is the final bill due?**

A: The final bill is due at the end of your party time, please be sure to make your payment up at the front desk before leaving.

**Q: What is your refund policy for deposits?**

A: The refund policy for the \$75 deposit allows for a full refund for cancellations made more than one week prior to the party. One week prior to the party, we can offer a 50% refund. The deposit is non-refundable 72 hours or fewer prior to the party.

**Q: Is the birthday boy or girl included in the head count? What about parents?**

A: The head count does include the birthday boy or girl, and anyone else planning on participating in the package activities. If parents are just there to supervise and do not plan on participating in the package activities, they do not need to be included in the head count.

**Q: What if my head count exceeds the maximum?**

A: If you will have more than our regular maximum of 12 guests, we offer Party Animal Upgrade packages that can be purchased to extend the maximum head count to 18. In some cases, there may be additional options. If you will have more than 18 guests, we will do a lane reservation or room reservation party structure rather than a birthday party package. Please discuss with party coordinator for more information.

**Q: Can I bring in my own food/cake?**

A: We allow parties to bring a dessert for their group, however this is an exception to our typical “no outside food” policy, and no other outside snacks or beverages are allowed. If there are dietary or allergy issues, we will find items on our menu that are suitable. In severe cases, we may make exceptions with a possible upcharge.

**Q: Can I bring in my own decorations?**

A: Yes, we just ask that you not bring in confetti, pinatas, sparklers, or anything excessively messy, bulky, or dangerous. We provide all your place settings, plus tablecloth and balloons, but you are welcome to bring in your own if you prefer.

**Q: Is there anything I should bring with me?**

A: A dessert item for your party would be a recommended item, as there is no dessert included in the package -- although we offer Dippin’ Dots as a custom option. If you have candles for your cake, you should bring your own lighter. We will take care of the rest!

**Q: What does the table look like?**

A: Each table is set with a tablecloth in the color of your choice, separate plates for cake and pizza stacked on top of the other (these are colorful, reusable plates, not cheap paper or plastic), napkins, forks, cups, and balloons in the color(s) of your choice. Below are photo examples of our typical setup. Laser & Games parties are guaranteed a party room, whereas all other party types will be set up directly behind their lanes unless otherwise requested and contingent upon the availability of a party room.



**Q: Do the packages come with goodie bags?**

A: No. The packages come with *party favor cards*. These are simply coupons that are redeemable for bowling, laser tag, or arcade, and are good for two months after the party. We offer goodie bags as a custom option, available for \$5 each. You may bring in your own goodie bags.

**Q: Is the Party Animal host in a costume?**

A: Our Party Animal hosts do not wear costumes, just a regular Chipper's uniform. We do offer costumed mascot visits as a custom option, available for \$20.

**Q: Are there restrictions for playing laser tag?**

A: Laser tag participants must be at least 42" tall and be comfortable wearing the vest and carrying the laser tag gun. Participants do not need to sign a waiver, but are required to view a safety tutorial video before playing. Laser tag rounds are not guaranteed to be private unless a privacy guarantee has been purchased.

**Q: Do I need to tip?**

A: While tips are always appreciated, the 18% service charge that will be applied to the party will act as a tip for our staff, so it is not necessary to tip additionally.