

Thank you for your interest in booking a birthday party at the Children's Creativity Museum! We strive to provide the best possible experience for you and your guests as you enjoy our museum and Looff Carousel.

Please review these frequently asked questions carefully and contact us at info@creativity.org if you have any remaining questions or concerns.

Q: What is included in the Birthday Party Package?

- All-day admission to the Children's Creativity Museum for 20 guests
- One ticket per person (20 tickets) to ride our Looff Carousel
- Two hours of dedicated party space (10:30am - 12:30pm) in our Birthday Party Room, including set-up and clean-up (party is 11am-12pm).

Q: How many guests can I bring to my party?

A: The Birthday Party Package covers 20 individuals, including the birthday child and family, adults, and children ages 1 and older. You will also receive 20 carousel tickets to distribute to your guests. If guest capacity exceeds 20 individuals on the day of your event, you will be charged an additional \$20.00 per guest, up to a maximum capacity of 30 guests.

Please note that museum memberships and existing admission tickets cannot be substituted for Birthday Party Package admission fees.

Q: How many adults are required to chaperone my guests?

A: Birthday parties follow the museum's policy of one adult for every five children.

Q: When is payment due for my party?

A: Payment of \$600 is required online at the time of booking to secure your spot for the 20-person Birthday Party Package. Any additional guests (up to the 30-person maximum) will be charged at \$20.00 per person on the day of the event. A birthday party coordinator will be assigned to your event should you have any questions in advance of the party.

Q: What does the Birthday Party Room look like? Is the room decorated?

A: Our Birthday Party Room is moderately decorated. We encourage you to bring your own additional decorations if you would like to customize the party to a specific theme. We allow the use of painters (blue) tape to affix decorations but no thumb tacks or nails. Piñatas and noisemakers are not permitted.

Q: Does the museum offer food? Can we bring our own food? What else can we bring?

A: The Children's Creativity Museum does not provide food for your event. You are more than welcome to bring your own! A mini-fridge is available for your use. Due to the small size of our refrigerator, we suggest not bringing anything too large or anything that requires a freezer.

Please note that you may also bring non-alcoholic beverages, candles and/or matches for the birthday cake, and plates, napkins, cups, and utensils should be brought with you to the party. (The museum does not provide.) Alcoholic beverages are strictly prohibited.

Q: May I have food delivered to the Museum?

A: Yes! Our address is 221 Fourth Street, San Francisco, CA 94103. Please notify your birthday party coordinator during check-in if a food delivery has been scheduled. Please note that burners/food warmers and ice cream are not permitted.

All food must be consumed inside the Birthday Party Room or outside.

Q: Do I need to provide a guest list? How long can my guests stay?

A: No. Simply tell your guests to provide the birthday child's name at the front desk when they check in. Your guests will receive a hand stamp for all-day access to the museum (10am - 4pm).

Q: We are planning to arrive early to explore the museum before the party begins.

A: Yes! You may arrive at the museum as early as 10am when the museum opens. You may access the Birthday Party Room at 10:30am.

Q. What is your refund policy?

A. We do not offer refunds on birthday parties. You can reschedule your party as long as your originally booked date is not less than two weeks away. In the event of an emergency closing, we will offer you the choice of receiving a refund or rescheduling your party.

Q: Where can I park my car?

A: Public parking is conveniently located at a number of nearby garages. We also have an agreement with SpotHero, through which you can secure a nearby parking spot. Please see our visitor information at <https://creativity.org/visit/maps-directions/> for details.