



PARTY FAQ: BOOKING & SCHEDULING

Q: How far in advance should I book my party?

A: We recommend booking at least 2-4 weeks in advance to secure your preferred date and time, especially during peak seasons.

Q: What is the minimum number of guests required to book a party?

A: To secure a party reservation, a minimum of 10 guests is required. This helps us ensure the best experience for your group.

Q: What if I don't know how many guests will RSVP?

A: We recommend booking for your best guest estimate (minimum of 10). You can add additional party guests once your list is final. Rooms can comfortably accommodate up to 20 participants.

Q: Is the birthday boy/girl included in the count?

A: Yes, please include the birthday child in your participant count.

Q: Can I reschedule my party?

A: Yes, you can reschedule your party to a later date within 90 days of your original reservation, even if it's within the 14-day cancellation policy window. Please contact us as soon as possible to make the necessary arrangements.

Q: What is your cancellation policy?

A: Reservations become non-refundable within 14 days of the scheduled event. Within the 14-day cancellation window, you may reschedule your event to another available date within 90 days of your original reservation. Please contact us promptly to make arrangements.



PARTY FAQ: FOOD & BEVERAGE

Q: Is outside food permitted?

A: Outside food and drinks are not allowed, except for cakes or desserts brought for your party. There will be a designated time during the party to enjoy food and dessert. We accommodate special dietary needs on a case-by-case basis—please let us know in advance.

Q: Can I order additional food for my party?

A: Yes, you can order additional food! Add items during booking or contact us directly. Food orders should be finalized at least 4 days prior to the party. We'll work with you to customize the menu and ensure your guests are happy and well-fed.

Q: What if my guests have food allergies or special dietary needs?

A: We're happy to accommodate! Please email us at party@upultimateadventurepark.com.

Q: Are drinks provided with the A La Carte package?

A: Yes, pitchers of water are included. You can also purchase additional food and unlimited pitchers of soda or lemonade.



PARTY FAQ: DECOR & SUPPLIES

Q: Can I bring decorations?

A: Yes! You are welcome to bring decorations to personalize your party room. Please avoid confetti, glitter, pinatas, or anything that may damage the space. Balloons should be weighted so they don't float up to our 30-foot ceiling.

Q: Are paper supplies included?

A: Yes, we provide basic paper supplies, including plates and napkins. If you'd like themed supplies, you can bring your own.

Q: How can I request an ADA-accessible party room?

A: If you or your guests require an ADA-accessible party room, please request it when booking. We'll ensure your party space meets your needs. Note: there is no elevator on the premises.

Q: Does the A La Carte party package include plates, cups, and other party supplies?

A: Yes! The A La Carte package includes paper products like plates, cups, napkins, and utensils. We also provide pitchers of water for the kids. Additional food and unlimited pitchers of soda or lemonade can be purchased if you'd like.



PARTY FAQ: PARTY FLOW & ACTIVITIES

How does a party at UP! work? Do kids eat before or after playing?

A: Here's the typical flow for our parties:

- Guests check in, receive wristbands, and head to the party room.
- The party coordinator harnesses the group and gives a brief safety lesson. Late arrivals are harnessed at the main harness station.
- After the safety briefing, kids are free to climb and explore UP! attractions at their own pace.
- About 1 hour and 15 minutes into the party, the coordinator gathers everyone in the party room for food and birthday dessert.
- At the 2-hour mark, we ask that you leave the party room so our team can clean and prepare for the next party.
- Kids can continue climbing and enjoying attractions during the final hour of the party.

Q: What party times are available?

A: Parties can be booked during our operating hours. Availability may vary, so we recommend booking early to secure your preferred time. Visit our website to check availability.

Q: How many party rooms are available?

A: We have 5 party rooms to accommodate groups of various sizes. Each room comfortably accommodates up to 20 seated guests, with options for larger parties.



PARTY FAQ: PARTY LOGISTICS

Q: Do parents need to supervise their children during the party?

A: While our team provides assistance and oversight, we recommend that parents or guardians remain present to ensure safety and assist with any needs.

Q: How does free admission for children 3 and under work for parties?

A: Kids 3 and under are free with a paid participant admission, for parties over the 10-guest minimum. They are free to climb and enjoy the facility but do not count in the headcount for pizza, drinks, or arcade cards in the Ultimate Celebration package.

Q: Is there a party host to help?

A: Yes! An awesome party coordinator will assist with check-in, harnessing, food delivery, and ensuring the party runs smoothly. Please note coordinators may run multiple parties and are not dedicated to one specific party.