

Birthday Party Package Policy

To ensure the best experience for all our guests, please review our booking and cancellation policy below:

Payment • Full payment is required at the time of booking to reserve your party slot.

Cancellation & Refunds

- 14 days or more before the event: 100% refundable.
- 13–8 days before the event: 50% refundable.
- 7 days or less before the event: Non-refundable.

We appreciate your understanding as party times and spaces are limited.

Characters are welcome! Please note that unless you are booking a private experience, other children may be present and will want the opportunity to interact with the character as well.

No show Children are not refundable.