

BIRTHDAY PARTIES



FREQUENTLY ASKED QUESTIONS

So, you're thinking about hosting your child's birthday party at KCM – WELL DONE!!!

Do you have questions about the ins & outs of hosting a party here? We can help! We've tried to think of everything, but if there's anything else you're curious about, don't hesitate to ask. We want you and your child to have the best party ever while making it SUPER easy on you – we'll leave no detail unplanned!

SOME THINGS YOU MIGHT BE WONDERING...

Can you explain how the timing of my party will work?

Of course! **Depending on which party package you book, you can arrive 15 or 30 minutes before your reservation start time** to set up, hang decorations, etc., before your guests arrive.

Can I arrive MORE THAN 15 or 30 minutes before? Unfortunately, no. While we guarantee a party coordinator will be able to unlock your room 15 minutes prior, we cannot guarantee they will be available any earlier than this. **On the back end, you will need to vacate your party room (for Basic Parties) or museum (for Parties Plus & VIP) 15 or 30 mins after your party's end time.**

Why is this? Since KCM is a super popular birthday spot, our staff doesn't have much time to turnover our party rooms for the next party, so we ask that you stick to this schedule to ensure the next child's party starts on time! Here are sample schedules for our various party packages:

BASIC PARTY PACKAGE (1.5 hrs)

11:30 AM	Host arrives
11:30-11:45 AM	Party room set up (15 mins)
11:45 AM	Reservation start time (guests arrive)
12:15 PM	Serve food/drinks

12:45 PM	Birthday cake & singing
1:15 PM	Reservation end time (Museum staff clean up, guests vacate room)
1:30 PM	Host vacates party room & plays at museum!

PARTIES PLUS PACKAGE (2.5 hrs)

2:00 PM	Host arrives
2-2:30 PM	Party room set up (30 mins)
2:30 PM	Reservation start time (guests arrive)
3:00 PM	Serve food/drinks
4:00 PM	Birthday cake & singing
5:00 PM	Reservation end time (Museum staff clean up, guests vacate museum)
5:15 PM	Host vacates museum

VIP PARTY PACKAGE (3 hrs)

5:00 PM	Host arrives
5:00-5:30 PM	Party set up (30 mins)
5:30 PM	Reservation start time (guests arrive)
6:00 PM	Serve food/drinks
7:00 PM	Birthday cake & singing
8:30 PM	Reservation end time (Museum staff clean up, guests vacate museum)
9:00 PM	Host vacates museum

Does my party package come with a day-of party planner or assigned museum staff to help run and facilitate my party?

Unfortunately, **the museum cannot provide a designated party planner - in advance of or day of - for your birthday party.** Hosts will be in charge of planning and running their own parties in their entirety – which applies to all party package levels (Basic, Parties Plus, and VIP parties). The reason for this is the museum doesn't have extra staff on hand to dedicate themselves to individual birthday parties, as they're busy running the larger museum. If you would like to secure someone to greet your guests, walk them in, and oversee and manage the timeline of your party (announcing cake, programs, etc. to your guests), we kindly recommend you hire a third-party vendor to handle.

How does headcount work for my party size?

Great question! When tallying your headcount, please include every adult and child that will be attending the party, including museum members. **The only people that do not need to be included are the birthday child and anyone under 12 months of age.**

Can you explain how admission works with each party option?

We'd love to!

Our **BASIC PARTIES** occur during public museum operating hours. Once your party time concludes, you and your guests can continue playing in the museum with the general public for the rest of the day, until museum closure. Please note your museum access will not begin before your reservation time.

Our **PARTIES PLUS** parties occur after hours at the museum. This party allows semi-private access to the museum, as there may be other parties plus parties at the museum during your reservation time. But the museum will be *sparingly* populated as compared to our normal, general public hours. Therefore, you'll be able to maximize your museum playtime by avoiding crowds! Kudos!

Our **VIP PARTIES** are of course our most exclusive private parties. It will **ONLY** be you and your guests in the entire museum! The freedom to play is endless. Huzzah!

What about food and drinks for my party?

All food and drinks must be consumed in the party room, and you will be responsible for providing all tableware (plates, utensils, cake knife, napkins, cups, etc.). *Please note we do not provide highchairs.*

If you've booked the **Basic Party Package**, you will order your food directly through our on-site cafe, Bean Sprouts. **Food orders must be placed no later than 7 days before your party.** [Click here for the catering menu.](#) Any questions, please call the café directly at (847) 832-6926 or email kohlcatering@beansprouts.com. *Absolutely no alcohol is allowed for Basic Parties during museum operating hours.*

If you've booked the **Parties Plus Package**, you can bring in any food and drink you'd like! If you order food for delivery, you will need to meet the delivery person and bring the food to your party room (we do not have staff to handle this). Also, since the Parties Plus Package is only a *semi-private* party, **unfortunately we cannot allow alcohol at these parties.** If you would like to have alcohol at your party, we recommend you book our VIP Party Package instead, as your party will be the only one on museum property!

If you've booked our **VIP Party Package**, you can bring in any food, drink, and "adult beverages" you'd like! If you order food for delivery, you will need to meet the delivery person and bring the food to your party room (we do not have staff to handle this). **KCM does not carry a liquor license, therefore only caterers approved by KCM are authorized to serve liquor at your party.**

You mentioned decorations – what are the rules for decorating our party room?

Bring your own fun decor and do it up!!! If you'd like, you can bring wall hangings, festive plates, tablecloths, party napkins, HBD banner, etc. **Decorations MUST be hung with painters' tape** – no scotch tape or any other tape allowed on walls or ceilings. **Please do not use glitter or confetti** in your party room, as it gets tracked through the museum and causes safety issues. **Latex balloons are strictly prohibited** – only mylar balloons are permitted. **Pinatas are allowed within the above parameters.**

What do the party rooms look like?

Let us show you! Here's an easy [link](#) to check out our 4 different party rooms, to give you an idea of how you could decorate them, while also showing you the rooms as a “blank canvas” for your imaginations to go wild!

What about birthday presents?

We love birthday presents! You're welcome to leave birthday presents in your private party room, but please note the museum cannot take responsibility for holding gifts and is not responsible for lost or stolen items. Guests may carry their gifts with them inside the museum or store them in a locker in the museum lobby if they prefer.

What about birthday cake?

LET THEM EAT CAKE! Yes to birthday cake, cupcakes, and treats of all kinds. You are allowed to bring birthday candles, but please note this is the **ONLY** flame permitted for parties. We do not offer refrigeration for cakes, so please keep this in mind when selecting your incredible cake. Fun fact – your treats and food do **NOT** need to be nut-free to be enjoyed in our facility.

What's the payment schedule and cancellation policy for my party?

Since the different party packages we offer put different strains on our total museum operation, our cancellation policies are as follows:

- Basic Party Package: 100% payment due at time of booking
- Parties Plus Package: 100% payment due at time of booking
- VIP Party Package: 50% due upon booking and remaining 50% due day of event

**For all packages, if extenuating circumstances arise and there is a cancellation, we will honor your payment and make best faith efforts to re-book a new date for your party within 90 days of your existing party date. You may only rebook your party date once. After 90 days, full payment is forfeited.*

Are we allowed to hire external characters to come perform at our party?

YES! What a fun idea. Having a character at your party can really liven things up, so feel free to do this and just let us know the timing, arrival, etc. As with food delivery, you will be responsible for meeting this person at the museum entrance and walking them back to your party, as well as seeing them out.

I am having a drop off party; can adults just drop the kids off in my party room and come back out?

Unfortunately, we cannot allow admittance to the museum unless someone is on the guest list or pays full admission. If you are having a drop-off party, an adult 16 years or older must be present at the front desk to take the children back to the room. In addition, an adult must walk the child back to the front of the museum at the conclusion of the party.

Will my party guests be allowed to stay in the museum after the party ends?

YES! Your birthday party grants you and your guests access to the museum all day! Huzzah!

**Please note the “all-day access” doesn’t include time prior to the start of your party. It only starts after your party concludes.*

WOW, this all sounds incredible – how do I lock in my party date?

To reserve and lock in your date, you must sign your contract and remit payment – we cannot CONFIRM your slot until we have both things. There is an incredibly high demand for our birthday party slots, so we’re unable to “hold” dates.

As will be noted on the KCM contract, **the signed contract must be sent back to KCM within 7 days. Additionally, payment must be processed immediately after the signed contract is returned to confirm your reservation.** Failure to do so will release your party date and time, at which time we will give that slot to other interested parties.

READY TO BOOK? Reach out to us to confirm your date and receive your contract!