

## Frequently Asked Questions

**Can I decorate my party room?** Yes! Decorate your room (using painter's tape only), float those balloons (mylar only), and hang that pinata to give your guests a grand entrance when they arrive. Please leave confetti and glitter at home.

**Can I arrive early to set up?** Yes! You may arrive 15 minutes prior to your reservation start time for Basic Parties, and 30 minutes prior for Parties Plus and VIP Parties. Please do not arrive any earlier, as your party room(s) may not be ready.

**Will I need to confirm the total number of guests before my party?** Yes! Please submit your [party headcount form](#) **at least 7 days before your party** so we can ensure adequate staffing.

**Can party guests who are KCM members use their free admissions for the day?** Yes! Please still include members in your party headcount for safety and capacity reasons.

**Can guests continue to play in the Museum after my party ends?** Yes, for Basic Parties! At your reservation end time, all guests must exit your party room but are welcome to play in the rest of the Museum until we close.

Since Parties Plus have semi-private access and VIP Parties have completely private access to the Museum, all guests must exit your party room(s) and the Museum at your reservation end time.

**Will I have time to gather my belongings from the room after my party ends?** Yes! Basic Party and Parties Plus hosts are permitted 15 minutes, and VIP Party hosts 30 minutes at the conclusion of the rental period to gather gifts and vacate the room. *Museum staff will enter the party room to begin cleaning at the end of the rental period.*

**Can I bring a birthday cake?** Yes! Cake, cupcakes, treats of all kinds – even those

with nuts – are welcome. *Birthday candles are also allowed (the only permissible open flames at the Museum), along with coolers.*

**Are food and drinks allowed?** Yes! Please note that all food and drinks must be consumed in your party room(s). Alcohol is only allowed at our VIP Parties.

For Basic Parties, all food and drinks (besides dessert items) must be ordered through our onsite partner, [Bean Sprouts Café](#), **at least 7 days before your party**. Bean Sprouts will deliver your order to your room.

For Parties Plus, bring in or deliver any food and drinks you'd like. Please be prepared to greet caterers at the front door and direct them to your party room.

For VIP Parties, bring in or deliver any food, drinks, and "adult beverages" you'd like. Please be prepared to greet caterers at the front door and direct them to your party rooms.

*Vendors serving alcohol must carry a valid liquor license.*

**Can I view the party rooms beforehand?** Yes! Click [here](#) to see our four rooms.

**Are tables and seating provided?** Yes! Click [here](#) for details. *Highchairs are not provided.*

**Can team members help facilitate the flow of my party?** Yes! Our front desk team members are happy to make announcements over the loudspeaker upon request (to call party guests to your room(s) for cake and singing, for example). Team members will also provide a cart to transport goodies from the parking lot to your party room(s) upon request. For any further needs, hosts are welcome to invite third-party planners.

**Can guests bring presents?** Yes! Store presents, goodie bags, and other belongings in your party room(s). Lockers are also available in the Museum lobby. *The Museum is not responsible for any lost or stolen items.*

**Can external characters perform at my party?** Yes! Please inform the team member who brings you to your party room that external characters will be arriving and when, then be prepared to greet them at the front door and direct them to your party room(s).

**Is a downpayment required?** Yes, for VIP Parties! A 50% downpayment is due at the time of booking, and the remaining 50% is due on the day of your party at the front desk upon arrival. For Basic Parties and Parties Plus, 100% payment is due at the time of booking.

**Is there a cancellation policy?** Yes! Parties cancelled due to extenuating circumstances may be rescheduled once for a future date within 90 days of the original reservation. KCM will honor the payment and make best-faith efforts to secure a new date. Full payment is forfeited for parties cancelled and not rescheduled within these 90 days.

**Can parents drop children off at the party?** Yes, as long as there is at least one adult party guest (16 years or older) per every five children! Please note that children must be accompanied to and from the party room when being dropped off and picked up.

**That's a whole lot of yes...!** Submit your [Birthday Party Inquiry Form](#) next!