



## **Birthday Reservation Guidelines**

To better assist you during our booking process, below are a few company policies pertaining to our birthday parties.

- Cash & Credit Cards are accepted as forms of payment. **Personal Checks are not accepted.**
- We require a minimum deposit of \$250 upon booking in order to keep your reserved date.
- The final balance is based on the final number of people and additional add-ons. All balances must be paid off upon arrival.
- There is no penalty to reschedule your reservation pending availability. Cancellations must be made at least 14 days prior to the event day, **and will incur a \$25 cancellation fee.** Deposits are **non-refundable** for any cancellations made within 14 days of the event date.
- In the event of rain, guests will receive a courtesy phone call and email regarding the weather at least 2 – 3 days prior to the event date. All parties have the option to reschedule to a future date, FREE of charge pending availability. Luna Park will only close if we experience a severe storm. Weather is checked online using our zip code, 11224. Any party that chooses to cancel due to rain while the park is open to the public, will receive \$250 in Luna credit. Luna Credit can be used towards a future party, food, rides and games.
- Each party will receive a courtesy phone call or email confirming your reservation and proper headcount. **Seating is based on the number of children-not adults.**
- **Outside food is NOT permitted into the party room** except for cake, ice cream cakes, cupcakes or candy bars. All food must be ordered from our catering menu.
- Each party comes with multicolored- happy birthday decorations, balloons, tablecloths, plates, cups & napkins. Guests are able to bring in their own party themed décor 1 day prior to avoid scheduling conflicts with other parties.
- Banners and birthday signs are not permitted to hang on walls using tape. All decorations must be hanged.
- **Birthday cakes are not included.**



## **Top 12 Birthday Party FAQ's**

### **1. What is a Luna Pass?**

The 'Luna Pass' is just our way of saying All Day, Unlimited Ride wristband! Depending on the package chosen, your wristband can either include up to 24 rides (Basic Package) or up to 28 rides (Grand & Deluxe Basic Package). Each package covers a minimum of 12 children which means, each child will receive a wristband.

### **2. How long is the Luna Pass for?**

All Luna Passes are valid from open to close and must be used day of. Please be sure to check out our park calendar. Times are subject to change.

### **3. What rides are included?**

Our basic birthday packages covers all Mild, Moderate and High Thrill Rides. Our Grand and Deluxe Birthday package cover all Mild, Moderate, High and Extreme Thrill rides.

**The following rides are not included as part of our Party Packages: Cyclone, Carousel**

### **4. What is the order of my party?**

Each party is set for (1) hour in our Luna Party Room with (30) minutes in between each party for cleanup (Staff). We ask that all guests arrive at least 5-10 minutes prior to the seating time. During this time, the party host will check-in all of your guests and direct them to the party area where they'll have pizza, popcorn and unlimited fruit punch/iced tea. Any additional food for adults will be served as well and must be ordered in advance. Decorations, tablecloths, balloons and paper goods are all included- expect for cake, cake is not included. After the seating time is over, guests have ALL DAY to ride!

### **5. Is the birthday child included as part of the 12 and how much if go over?**

Yes! The birthday child is part of the 12 guest count. If you have less than 12 children, any unused wristband can be given to an adult. If you go over 12 children, the pricing is as follows:

Basic- \$30, Grand- \$38 and Deluxe- \$48

There is no limit to how many children can be invited. Please make the Party Supervisor aware when booking, how many children you are expecting.

### **6. Where and when do I pay my balance?**

Balances must be paid upon arrival. CASH or CREDIT CARDS ONLY, **No personal checks**. NY Sales Tax and a 10% Service Fee will be added on to your final party bill.

### **7. Can I bring in my own decorations?**

Guests are able to bring in their own décor however, we've got everything covered! Your party covers happy Birthday Themed décor, Paper plates, cups, napkins, cake plates, tablecloths, balloons and utensils. Any banners or birthday signs must be hanged- **NO TAPE**.



**8. Is there a birthday express line?**

There are no express lines at Luna Park. All guests must wait on the same line as the general public. Guests with a physical or cognitive disability or autism can visit guest services for more information and pick up a ride pass.

**9. Where can I store my left-over food?**

All food will be stored in our kitchen until it's time to be picked up. Food and/or cakes will be disposed if left overnight.

**10. Can I bring in my own food?**

Outside food or drinks are not allowed inside the party room. Should you wish to order anything additional we ask that you order 6 -7 days in advance using our catering menu. Special Cakes or special dietary foods are allowed as long as prior arrangements have been made with your party supervisor.

**11. Do parents need wristbands to ride?**

YES and no! Luna Park rides differ in height. Most rides are not suitable for adults. However, we recommend at least 1 adult accompany children who are too small to ride alone. All party guests can purchase discounted wristbands at the group sales ticket booth, day of the party during check-in. Wristband prices are either \$24(for up to 24 rides) or \$28 (for up to 28 rides).

**12. What happens if it rains and do we chose a rain date?**

We do not schedule rain dates for parties. In the event of rain, all groups will be notified at least 2– 3 days prior in case a heavy storm is headed our way.

Guests have the option to reschedule their event to a future date or cancel. Park availability will only be determined the morning of your event. If Luna Park happens to experience a severe downpour or thunderstorm during your stay, the park will close temporarily and re-open once clear. Hourly reports are checked online using the local zip code which is, 11224.

**Cancelled a reservation due to rain while the park is open to the public, does not guarantee a refund.**

**All deposits (non-refundable) will be turned into credit which can be used towards a future booking.**

**With your Luna Park party, you get relax & your house stays in one piece!**

**We hope this answers all your questions! If not, give a call and we'll be happy to help!**

**Group Sales line: 718-373-5862 ext.500**