



## Birthday Party Frequently Asked Questions

### When are birthday parties available?

Birthday parties are available to be booked on Saturday and Sunday afternoons. Party times vary depending on the Branch and party type but all run between 12:00pm-4:00pm. You will select your time from the available options during your registration. Currently, we are not able to accommodate alternative times, including swim and gym times due to staff and branch availability.

### What is included in the cost?

#### All parties include:

**Party Room:** The Party Room is available for set up **30 minutes prior to the start of your party** and the host will be able to help with any setup needs 15 minutes before the party is scheduled to start. The YMCA can provide up to four tables and enough chairs for all children attending, gym equipment and a staff host to assist. Parents/guardians must bring in their own decorations, plates, utensils, etc.

**Jump and Swim:** For \$355 (no tax), you receive 3 hours access to one of our multipurpose rooms. The, the first hour is access to the gym and bouncy castle. The second hour is access to the leisure pool for a private swim.

**Jump and Play:** For \$274 (no tax) you receive 2 hours access to one of our multipurpose rooms. The first hour is access to the gym and bouncy castle.

A Birthday party host will be available to assist for the afternoon.

### How many children can attend? What about adults?

**Jump and Swim:** The party is designed for up to 15 children, which is based on pool capacities. Additional spaces are available subject to lifeguard availability up to 25 children.

**Jump and Play:** The party is designed for up to 20 children, which is based around the multipurpose room size, staff and equipment.

**Additional Spaces:** If you are inviting more children, please speak with the Child and Youth Program Coordinator as soon as possible regarding the additional cost. There is an additional cost of \$10 per child up to 25 children. This cost will be added after your registration is completed and not at the time of booking.

The number of adults is not limited, but keep in mind we do not provide tables and chairs for all adults so please consider standing room and space. Additional spaces must be booked by the week before the party.

### What is the age range?

The recommended age range is 3 to 12 years old, but please consider age appropriateness, swimming requirements and physical limitations. Children must be 36" to use the bouncer. The Jump and Swim party is designed for those 5 and older and the Jump and Play party is designed for children ages 3-5.



## Birthday Party Frequently Asked Questions

### How do we register? When does registration close?

You can register online by visiting our registration portal [here](#). Payment is required in full at the time of booking and we are unable to save spots without full payment. Registration closes 7 days before the party date.

### What is the cancellation policy?

All refund requests must be made in writing to [customerservice@niagara.ymca.ca](mailto:customerservice@niagara.ymca.ca). Full refunds are available 14 days before the party. Cancellations within 14 days will be refunded less 35% for administrative fee. No refund within 7 days.

### What is a Child Protection Policy? Do we have to sign in?

All Birthday Party guests will be required to complete the electronic facility sign-in for the branch and show us your green checkmark. QR codes are available at the entrances to our branches. Parents/adults who are staying in the building are required to show their photo ID to our Membership Desk staff and let us know they are here for the birthday party.

### Does the YMCA supply food?

No, but you are welcome to bring in your own cake and food or have food delivered. The YMCA does not provide a fridge for storage.

### What if my kids are too young to swim?

If you choose not to swim, we have an option of Jump and Play party in the gym instead of the pool. We are unable to change the bouncer/gym times due to scheduling. We have a staff to assist with games if needed.

### Do I have to go in the pool with my children?

**Swim Admission Policy:** The YMCA of Niagara is committed to providing a safe and enjoyable aquatic experience. The following age restriction admission criteria for under 10 years of age are based on the Ontario Health Regulations and the YMCA Canada Child Protection Policy. Please read over the following swim admission criteria to ensure there is an adequate number of adults/guardians IN the pool during swim:

<b>Under 6 years</b>	Must be directly supervised by an adult/guardian (min 16 years of age) in the water within arms reach. <b>Maximum 2 children : 1 adult ratio</b> All children not fully toilet trained must wear specialty swim diapers or rubber pants.
<b>Under 10 Years</b> Unable to Pass Swim Test	If not able to successfully complete the facility swim test, children must be accompanied by an adult/guardian (min 16 years) in the water in the same area of the pool. <b>Maximum 4 children : 1 adult ratio</b>
<b>Under 10 Years</b> Passes Leisure Pool Swim Test	Must be supervised by adult/guardian (min. 16 years of age) in the pool area [visual contact]. Can swim in Leisure Pool only. Leisure Pool Swim Test – 2 widths uninterrupted, no touching. <b>Maximum 8 children : 1 adult ratio</b>



## Birthday Party Frequently Asked Questions

<b>Under 10 Years</b> Passes Lane Pool Swim Test	Must be supervised by adult/guardian (min. 16 years of age) in the pool area [visual contact]. Can swim in Both Pools. Lane Pool Swim Test – Jump in deep water, tread water 1 minute, swim 25m continuous. <b>Maximum 8 children : 1 adult ratio</b>
--	---

### **Can I come in early to set up and decorate?**

Yes, you can come up to 30 minutes prior to set up the room the way you would like. You will have four tables and chairs to seat up to 20 children. Our only request is no tape on the walls!

### **Can I bring in outside entertainment?**

Yes. Please let the Membership desk know who to expect and when.

### **Will I get a confirmation call before my party?**

Yes. The Child and Youth Program Coordinator will call you the week of the party to go over details.

### **Is there a waiting list if the party I want is taken?**

Unfortunately no, but we encourage you to check the online portal for cancellations.

### **Do parents need to stay at the party?**

Yes. The Birthday party host is there to assist- not to directly supervise. They will help run games, activities and run the bouncer. Parents need to be present and visible.

### **Who cleans up?**

Parents are responsible for leaving with all the items they brought in. Staff will be there to assist with clean up. The YMCA has brooms, mops, garbage bags and other cleaning supplies.

### **The date I want is not available yet?**

The YMCA inputs birthday party dates on a seasonal basis (2-4 months at a time). If the date you are looking for is not yet open for registration, please continue to check online on a regular basis. Unfortunately, we are not able to take names ahead of time. We sincerely apologize for this inconvenience.

### **Can I pick the multipurpose space I want?**

No, the room schedules have been chosen due to availability.

### **I have another question, who can I contact?**

You are more than welcome to contact the Child and Youth Program Coordinator at your local branch.