



Frequently Asked Questions

1. How do I book a party?
Contact Ashley – 415.609.4874 or Ashley.Gutterman@gmail.com
2. Do you require a deposit?
Yes. \$100.00 cash deposit is required to reserve a party date and time.
3. What is your cancellation policy?
We require a 2 week cancellation notice in order to receive a 50% refund.
4. How many guests can I invite?
The basic party package includes 15 guests. We recommend up to 30 guests with a maximum of 35.
5. How early can I arrive for the party?
15 minutes before the start time of the party. Need more time to decorate? We can add 15 minute increments of time for \$15.00.
6. What food items can be brought into the facility?
 - pizza • finger sandwiches • chicken tenders • cheese tray & crackers
 - vegetable tray • chips • cake, cupcakes, cookies, donuts
7. Do you offer catering?
Yes. Please see our catering menu.
8. Do you have an elevator?
No.
9. How long will the kids be in the GLOW ROOM?
 - 45 minutes in the party room to eat and assemble glow pieces
 - 45 minutes in the GLOW ROOM with dancing and games
 - 30 minutes to sing Happy Birthday and have cake and ice cream
 - the party will end with a song or two in the GLOW ROOM if time permits
10. When is my balance due?
Balance is due at the end of the party. Final bill will include the party package, number of additional guests and any catering balance. Your \$100.00 deposit will be applied to your final bill. Balance is payable in cash. We do not accept checks or credit cards.
11. Are gratuities appropriate?
Gratuities for our GLOW assistants are always welcome.
12. What should party guests wear?
White and/or neon colors. We recommend including this on your invite.
13. Can I bring glow accessories?
Yes. The more glow the better!