



## Party Terms and Conditions

- Upon arrival at the party, all guests who have not previously visited Joujou will sign a liability waiver for their children (any children under age 18, including infants).
- Shoes must be removed prior to entering play space. Shoe covers and wipes are available for those guests who cannot remove shoes or have a mobility device for assistance.

### **Pre & post party timelines**

- Hosts are allotted 30 minutes prior to the 2 hour rental period for party setup. Staff will focus on food and beverage set-up, while hosts decorate. If time allows, party staff may assist in decor setup.
- Hosts are allotted 15 minutes after the party's conclusion to remove remaining food and decorations from the space.

### **Food & Drink**

- Outside, non-food businesses are not permitted to provide services in Joujou (with the exception of balloon artists) during events.
- All food must remain in the multipurpose room and cannot be taken into the play area. This keeps the play area safe, clean and allergy-free for all and will be enforced by staff.
- Alcohol (no hard liquor) is permitted during the party for those 21+. No alcohol may be consumed outside the building.
- Creme desserts ordered through Joujou must be placed no later than 1 week prior to party date. Payment is due in full when order is placed.

### **Decor**

- Decorations must be free standing, or use wall safe adhesives provided by or approved by Joujou staff. No decoration of any kind may be hung on any non-white wall.
- Any damage to the space as a result of decor will be subject to an additional fee added onto the final bill. If there are questions about a particular piece of decor, please let Joujou staff know prior to the party date. Decorations must abide by the parameters given in the FAQs.
- Any excessive damage to Joujou's space or items will be billed to the party host for either repair or replacement cost.
- JoyPop balloon decor ordered through Joujou must be placed no later than 2 weeks prior to party date. Payment is due in full when order is placed.

**Guest Counts**

- The maximum occupancy of guests is 50 people.
- A “guest” is considered any person over 6 months of age. The birthday family and children under 6 months are not included in guest count.
- Parties of 40 or more total guests but less than 50 guests will incur a charge of \$10/additional guest plus tax (7%).

**Securing party date, deposits & balances**

- To secure the party date, a 50% plus tax (7%) non-refundable deposit is due. The deposit will be applied to the total event bill.
- The remaining balance will reflect the Birthday Package selected by the Host Family, along with any extra costs incurred throughout the party. The final balance is due the day of the party.
- A 10% gratuity will be added to the balance of the event. If the party would like to add additional gratuity, please let staff know.

**Rescheduling/cancelling events**

- If the event must be rescheduled less than 7 days prior to the event due to injury, emergency or illness, Joujou will do its best to reschedule the event within eight weeks of the original party date. Families need to notify Joujou of said emergency via email at [info@joujoudsm.com](mailto:info@joujoudsm.com). Joujou cannot guarantee a specific day and/or similar time for rescheduled parties.
- Celebrations canceled 6 months or more prior to the celebration date can receive a refunded deposit. The deposit will be refunded, less 5%, to account for service fees.

**Feedback post-event**

- After the party has concluded, Joujou hopes the experience was exceptional! However, if it is believed a less than wonderful party occurred, please contact Joujou immediately and directly so staff can improve the customer experience for others.