

## Terms and Conditions for

# Private Events at Joujou



### Party Guests

- The maximum occupancy of guests is 50 people.
- Parties of 40 or more total guests will incur an extra cleaning fee of \$75.00 plus tax (7%).
- All guests who have not previously visited Joujou will sign a liability waiver for their children.

### Party Setup & Decoration

- Hosts will be allotted 30 minutes prior to the 2 hour rental period for party setup. There will be 15 minutes after the party's conclusion to remove remaining food and decorations from the space.
- Outside, non-food businesses are not permitted to provide services in Joujou (with the exception of balloon artists) during events.
- 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 muraled 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.
- Confetti, glitter and piñatas are not allowed as decor at any time.
- Any excessive damage to Joujou's space or items will be billed to the party host for either repair or replacement cost.

### Food & Beverage

- 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.

### Deposit & Party Changes

- 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. If the celebration incurs additional costs, those costs will be reflected in the balance, which is due the day of the party.
- 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@joujouism.com](mailto:info@joujouism.com). Joujou cannot guarantee a specific day and 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.

### Gratuity

- An 8% gratuity will be added to the balance of the event. If the party would like to add additional gratuity, please let staff know.

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.