



# Enjoy A Day At Sea ! Mermaid Bay Kids Indoor Play

## Daily play FAQs

**Can I drop my child off at the door?**

**No.** If a child is arriving for a party, the parent/guardian must check him/her in at the designated party check in so that staff can ensure the participant waiver is filled out and make sure he/she is directed to the correct party room. All other paid admissions for minor participants must have an accompanying parent/guardian with them at all times.

**Does my admission price pay for every activity?**

**Yes (age dependent).** Participants pay only one admission fee based on their age and this allows them to use the designated equipment within their age group. Toddlers 1-3 yrs old can play in the toddler area and playgrounds. Children 4 years and older can play in all playgrounds.

**Can I bring in outside food and beverages?**

**No.** Outside food and beverage is prohibited due to the health and safety of all participants. Our kitchen has plenty of drinks, snacks, and food available for purchase. The only exception to this is a birthday treat such as cake or cookies for birthday parties. No ice cream cakes, as we have no freezer space to keep them frozen. If you have specific food allergy concerns, please inform management and special arrangements can be made.

**Is there food and drink on site?**

**Yes.** We have many food options for you to choose from. Chicken nuggets, tater tots, Fries, mac and cheese, Breakfast sandwich, pizza, snacks, coffee, sodas, slushy, and more!

**Do I have to sign a waiver?**

**Yes.** Every participant actively playing in our facility (playing, climbing, swinging, sliding, partying) must have a waiver on file. If any participant is under 18 years

**old they must have a signed waiver by a parent/legal guardian/power of attorney.**

**Do I have to wear special socks?**

**Yes, We require all children to wear non-slip socks with rubber grips for their safety. Parents can bring their own socks or purchase at our front desk for \$3 plus tax. No shoes or bare feet allowed in our playground.**

**Do you offer a rewards or loyalty program?**

**Yes! We offer daily play punch cards at our front desk. After 9 paid, regularly priced admissions, you will receive 1 free admission. There is no cash value for the punch card; the reward is 1 free admission only. Punch cards that are fraudulently punched or altered will be void and discarded.**

**What extras can be added on to my Party package?**

**Yes! We have many add-ons options! Candy fillable is a great idea for Party favors. \$7.99 per youth, youths can pick their own candy mix in our on-site candy store. Container top must be able to close.**

**We offer discounted add-ons for additional youths, pizzas, and drinks. You may also add silly straws to any party package as well.**

**Can I cancel or change my party date?**

**We understand life happens, so we allow you to reschedule your party time/date ONE time. You must reschedule your new time/date within 72 hours of your canceled party time and this new time/date must be within 30 days of the original party booking date. The deposit required to secure your booking will move to this new date and time. If you cancel on us completely, we reserve the right to keep the nonrefundable deposit.**

**When Do I pay for my party package?**

**To secure your party reservation, a non-refundable deposit is required at the time of booking. This deposit is half of the party package price. All final payment is due one week before the party date. If all payment is not paid one week prior to the date, we will give a courtesy call to receive payment. If your party is NOT paid in full, we will not promise your booking and you will be unable to enter your party room.**

**How long before my party time may I enter the room to setup?**

**We try our best to allow party host into the room 15 minutes early to begin setting up for the party. 15 minutes to clean up after the party.**

**Can I decorate my party room?**

**Yes. You may decorate your tables anyway that you choose. We do NOT allow tape or anything that punctures our tables or walls. We do NOT allow glitter, small confetti, or pinatas.**

**Are balloons allowed?**

**Yes. We allow balloons if they are latex free and are not hung on our walls. Please bring in pre-inflated balloons and do NOT bring in helium tanks. All balloons must be removed by the end of your party time.**

**Are outside characters allowed to come to events or parties?**

**Yes. Characters are allowed to come to your party room if you book a party package with us. All character interactions must take place in your party room. Characters are not allowed to go into the general play area and/or take photos with anyone not associated with your party. Any costs and/or insurance requirements associated with characters are solely at your expense.**

**Can I add pizzas and drinks onto my party?**

**Yes. Please let us know as soon as possible so we can ensure your pizzas all come out at the same time. If pizzas are added on the day of the party, we cannot guarantee they will be delivered at the same time as your original pizza order. Pizzas and drinks must be paid for in advance before we will deliver them to your room.**

**Can I bring in outside food or beverages?**

**No. We do NOT allow any outside food or beverage to come into our facility. This is for the safety of all participants due to food ingredients and allergies. If you have specific food allergy concerns, please inform management and special arrangements can be made.**

**What about a birthday cake?**

**The one exception to our no food and beverage policy is a birthday treat for birthday parties. We allow the party host to bring in a birthday treat. For example, cake, cupcakes, or cookies are popular choices to bring. Note, ice cream cakes are NOT recommended as we do NOT have the freezer space to keep them frozen. We will NOT put any outside birthday treats in our fridge or freezer. Candles are not recommended.**

**Do my guest need to fill out waivers?**

**Yes. All participants will need to have a waiver on file. Our waivers are good for one year from the date they are originally signed. Adult guests that are just coming to visit and not participating will not need a waiver on file.**

**Are my guest required to wear wristbands?**

**Yes all participants are asked to wear our wristbands. Wristbands will be in your room when you arrive for all party guests. Our staff will check all guest waivers in our lobby and will send your guests directly to your party room. It is your responsibility to ensure all of your youth guests and/or any participating adults are wearing a wristband. ALL PARTICIPANTS MUST HAVE ON A WRISTBAND. If you need to purchase extra wristbands please see the front desk.**

**What do I do with my belongings?**

**We recommend for everyone to lock their valuables in the car. If you need to store any items while you're playing or climbing we have free cubbies available.**

**Are adults allowed to play in the playgrounds?**

**Yes, but an actively playing adult is not allowed. We kindly ask all parents to be mindful and respectful of the equipment and keep safety in mind when playing around small children.**

**Do you offer free wifi?**

**Yes. We have complimentary guest wifi available. Bring your electronic devices and score some work time while the kids play!**

## **Party FAQs**

**What is provided in my party package?**

**All party packages include a party room for 2 hours, youth admissions, tableware, tablecloths, pizzas, and drinks. \*The number of pizzas, drinks, and admissions varies depending on what party package is booked. When you arrive, wristbands for your guests, and all paper products will be in your room. We furnish disposable tablecloths, plates, forks, napkins, cups, lids, and straws.**

**Can I downgrade or upgrade my party package once it is booked?**

**We do NOT allow parties to be downgraded to a lower package. Parties may be upgraded until one day prior to the party if we have the room and space to do so. We make every effort to place parties in rooms according to size so if you choose to upgrade the day before, we cannot guarantee seating for all guests. We do allow additional youths and food/beverage to be added to any of our party packages at any time.**

**Do you offer a party rewards program?**

**Yes! We offer party punch cards at our front desk. The more parties you book, the deeper the discounts. There is no cash value to the punch card. Each party reward is stated on the card. Punch cards that are fraudulently punched or altered will be void and discarded.**

# DAILY PLAY PUNCH CARD

## KIDS INDOOR PLAY ★



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Free

968 28th St SW, Wyoming, MI 49509

616-304-9066

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