

## **Frequently Asked Questions**

### **FIELDTRIPS**

#### **How can I contact an event coordinator to book or make changes to my event?**

Coordinators are typically available for booking Monday through Friday between the hours of 9:00am and 5:00pm. Please understand, if a coordinator is not available they are often assisting other customers and you may be offered voicemail. Please leave a detailed message and your call will be returned within 24 hours. Also, if you plan to walk-in, please try to make an appointment.

#### **How far in advance do I need to book my event?**

We highly recommend you book your reservation at least 3-6 months prior. We certainly accept later bookings, although please expect limited availability.

#### **What is necessary to book an event?**

**Upon Booking:** A \$250 non-refundable deposit is due. Your date cannot be reserved without the deposit.

**10 Days Prior to Event:** A signed contract is due as well as the contract balance and final number of guests.

Additional guests may be added on the event date, however, refunds will not be issued if the number of guests is less than the number confirmed 10 days prior. If a check was written for the number of participants confirmed, a refund will NOT be available. We recommend you book for only the number of guests you can confirm, and add additional guests upon arrival. One date change is allowed if notice is given 10 days prior to the event. The lead chaperone should check-in, pay all balances due, turn in waiver forms and receive wristbands BEFORE the children enter the facility. Wristbands can be received as soon as the event is paid in full.

#### **Can I get wristbands and meal tickets prior to my event date?**

Yes, when you confirm your final numbers and pay your final balance 10 days prior to your event the wristbands and meal tickets will be automatically sent to you in the mail. You may also pick up the meal tickets and wristbands at any time once we have received your final balance. This will cut down on the amount of time spent checking in the day of the event.

#### **What are waiver forms for?**

Our insurance company requires that all participants turn in a waiver form (used for emergency contact information). Guests are not allowed to participate until we receive their signed waiver form.

#### **How many chaperones should I bring?**

We require a minimum of 1 chaperone per every 15 students, however, you may bring as many as you wish. 1 chaperone for every 10 participants may participate in all activities free of charge EXCEPT for Gator Tag (laser tag). Gator Tag is available to chaperones at walk-in rates of \$4.50 for 1 game or \$6.00 for 2 games, per person. If more chaperones than the above stated would like to participate they must pay regular price for a wristband. If a chaperone does not plan on participating they do not need a wristband. Chaperones are REQUIRED to supervise their students. Bayou activities will be staffed, although chaperones should be present in all areas. Open Gym and In-Line Skating are NOT staffed; these areas should have chaperones participating at all times. Our staff does reserve the right to pull participants from activities if behavior becomes inappropriate (This has never been done, but we would like to ensure a fun event for ALL participants).

**What is the minimum number of people I have to book for my event?**

Fieldtrip packages start at 30 participants. You may book a fieldtrip with less, but the packages would change to our general party pricing. If your group has 50 or more participants the price per person is lower.

**Do I have to tell you which activities we are choosing?**

Yes, each activity package and the activities themselves must be pre-determined. Also, the group must choose the same package. For example, you may not have half the group participating in three activities and half the group participating in two. Participants may play additional activities at walk-in rates.

**Do the packages include arcade tokens?**

No, arcade tokens must be purchased separately. Tokens can be purchased in bulk packages that include 110 tokens for \$25. There is no limit on the number of bulk packages you may purchase. Tokens can also be purchased individually at a rate of \$0.25 each. The arcade games take between 1 and 4 tokens each.

**Is there an age limit?**

Not specifically – please note the following requirements:

Caj'n Cliffs (rock wall) – minimum of 40lbs. / maximum of 270 lbs.

Shark Slide – minimum of 42" height requirement

Gator Tag (laser tag) – no requirement, however, the vests are heavy and smaller children may have difficulty wearing them.

High Ropes Course – minimum of 48" height requirement

**What if I need more wristbands?**

Additional wristbands can be purchased upon arrival.

**How early should I arrive for my event?**

You may check-in up to 15 minutes prior to your scheduled arrival time. It is imperative that your group arrives on time. Due to other events we will be unable to change your schedule to accommodate any tardiness.

**What if some of my guests do not attend?**

You are responsible for the number of participants confirmed 10 days prior to the event. It is your responsibility to contact us with changes. We will not call you for your final confirmation or count. No refunds are available if less participants attend than were confirmed.

**Can I bring in my own food?**

No, the concession stand will be available during your event upon request only. If the children will NOT be eating please let us know. Your group may book concession packages or purchase items at regular rates. Concession packages will NOT be for sale on the event date. Having a restaurant within the Health Department does not allow any outside food or beverages unless pre-approved.

**May we use the restaurant?**

The restaurant will NOT be open to fieldtrip participants or chaperones.

**Are lockers available?**

The facility does have locker rooms. Students and chaperones should bring their own lock and/or towel, as these items are not available to rent or purchase. Joe Dumars' Fieldhouse is NOT responsible for lost or stolen items. We also have large lock boxes in the Bayou Fun Center. These are large Rubbermaid boxes that can accommodate many items. You may exchange a set of car keys for a lock. These are very limited.

**What if we need to cancel?**

Cancellations received prior to the 10 days in advance of the event date will result in all monies refunded EXCEPT the \$250 non-refundable deposit. Cancellations within the 10 days of the event will result in forfeiture of all monies paid to date.