

Joe Dumars' Fieldhouse & The Bayou Adventure Center
Special Events Department
Frequently Asked Questions
CHRISTIAN YOUTH LOCK-IN

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

Coordinators are typically available for bookings Monday through Friday between the hours of 9:00am and 5:30 pm. 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 weeks prior. We certainly accept later bookings, although please expect limited availability.

What is necessary to book an event?

Upon booking: A non-refundable deposit of 50% of the estimated contract is due (at least \$250.00). Balance of contract and ALL changes in number of guests are required 10 days prior to the Lock-In date. Additional guests may be added the evening of the Lock-In, however, NO refunds will be issued for LESS than the number of guests confirmed 10 days prior to the Lock-In date.

NOTE: The lead chaperone may pay balances due, receive wristbands and turn in a waiver form (used for emergency contact information).

What are the waiver forms for?

Our insurance company requires that all participants, including chaperones, turn in a waiver form (used for emergency contact information).

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. Chaperones 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. 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 and 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 evening for ALL participants.)

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

There is no minimum number per group, however a collective minimum of 100 participants is required for the event to go. If the minimum of 100 participants is not met, Joe Dumars' Fieldhouse will refund all deposits in full. Money will be refunded ONLY if the Lock-In is cancelled by Joe Dumars Fieldhouse.

Will our group have an area specifically to ourselves?

All areas and activities are shared. There will be two hour blocks per activity (Golf and Open Gym are available all night), during those times all groups may use that activity.

Is there a sleeping area?

We do not section off a particular area. Typically, if students choose to sleep, a courtside area like the Pistons court tends to be the best. Normally students will not sleep.

Do the packages include arcade tokens?

No, arcade tokens must be purchased separately.

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 arrive approximately 15 minutes prior to the start time. Keep in mind the facility will be running leagues and additional activities until the start of your event.

What if some 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 any changes. We will not call you for your final confirmation or guest count.

Can I bring my own food?

No, the concession stand will be available from 12:00am – 3:00am. 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 lock-in participants or chaperones, however, it is open to the public until 2:00am.

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. 50% may be used toward a future lock-in within 15 months.