

Frequently Asked Questions

LOCK-INS

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 is non-refundable deposit is due. Your event date cannot be reserved without the deposit.

10 Days Prior to Event: The contract balance and final number of guests are due.

Additional guests may be added on the event date, however, refunds will not be issued if less participants show up than the number confirmed 10 days prior to the event. 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.

What are waiver forms for?

Our insurance company requires that all participants, including chaperones, turn in a waiver form with emergency information. Those 18 & under should have a parent or legal guardian signature. Guest cannot participate until we have received 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 number would like to participate they must purchase a wristband at the regular price. 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 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?

Lock-in packages have a minimum of 100 participants. If the count falls below 100, the group is required to pay for at least 100 for the event to take place.

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 playing three activities and half the group playing four. 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 which include 110 tokens for \$25. There is no limit to the number of bulk packages that can be purchased. Tokens may also be purchased individually for \$0.25 each. The arcade games take between 1 and 4 tokens each.

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.

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. The lead chaperone must check-in, turn in waiver forms, receive wristbands and pay all balances due PRIOR to the children entering the facility.

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 upon request 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. Your group may pay a flat \$300 fee, prior to the event, to bring in your own food and beverages. Having a restaurant within the facility, the Health Department does not allow any outside food or beverages unless pre-approved.

May we use the restaurant?

The restaurant is open to the general public until 2:00am. The restaurant will NOT be open to lock-in 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. 50% may be used toward a future lock-in within 15 months.