



Party & Group Events

Terms & Conditions

Thank you for choosing to have your party or group outing at Memphis Kiddie Park. Our aim is to provide everyone with the best experience possible and, to that end, we have established certain rules and procedures provided in these Terms & Conditions. Acceptance of your wristbands is your explicit agreement to these Terms & Conditions.

- ♣ Adults are responsible for the children in their group. Safety is our number one priority. Hosts are responsible for children's behavior and making sure all rules are followed.
- ♣ No alcoholic beverages are permitted at any time on Memphis Kiddie Park property.
- ♣ Smoking (both tobacco and tobacco free) is not permitted on Memphis Kiddie Park property.
- ♣ Take the weather into consideration BEFORE starting your party. Once ride time has begun, there will be no refunds or rain checks.
- ♣ Parties and Group Events are by reservation so that we can accommodate everyone. If you arrive late, your ride time may be cut short. Rain dates, if prearranged, are not guaranteed and are not optional fallback dates. A rain date will only be honored if Memphis Kiddie Park has closed because of weather or you have called ahead to cancel your original event and at that time you have confirmed your rain date. "No shows" will be removed from our reservation calendar, including any previously scheduled rain date. Deposits, if any, will be forfeited and the party will have to be scheduled as a new reservation with a new deposit.
- ♣ **Deposits are non-refundable** subject to the following exceptions:
 - **Cancellation** -- You may cancel your event and receive a full refund if you do so not less than 7 days prior to your scheduled event. Cancellation must be made with our Event Specialist by telephone at 216-941-5995 (Option 3) or email to reservations@memphiskiddiepark.com.
 - **Change of date** -- You may change the date of your event up to 48 hours of the scheduled time and your deposit will transfer to the new date. Changes of date within 48 hours of the original date may be cause for a loss of deposit.
 - **Weather and Acts of God** -- If Memphis Kiddie Park cancels due to weather or another condition outside of its control, such as a power outage, deposits will be returned in full.
- ♣ Ride time begins at the same time for everyone in a given group (color of wrist band). No exceptions. People arriving after the ride time has begun will not get the full 2 hours.
- ♣ Wrist bands are your ticket to ride. They must be worn by the rider on an arm or leg so as to be secure and only removable by cutting the band. Lost wristbands will not be replaced. Damaged or misfit bands will be replaced at the box office.
- ♣ People without wrist bands, including parents, will need a ticket for all rides (except adults standing on the Merry-Go-Round holding a child seated on a horse).
- ♣ Anyone wearing a wrist band may play one game of miniature golf. In the sole judgement of the golf attendant, play may be denied or even terminated early if they do not feel there is adequate adult supervision. Game play must end when ride time is over.
- ♣ Table space is limited. To accommodate everyone, Memphis Kiddie Park reserves the right to limit the number of picnic tables for any single group. Tables are provided for children first with no less than 6 per table. Tables may be pre-assigned by Memphis Kiddie Park. Memphis Kiddie Park cannot guarantee tables under the tent. Adults will be accommodated only after all children have been provided seating. The number of tables that may appear on your confirmation is only a target for our planning and is not a guarantee of tables available to your group unless otherwise specified.
- ♣ The Party/Group package includes 2 hours of ride time followed by 1 hour at tables for snacks and celebration. Memphis Kiddie Park will use best efforts to provide hosts with 30 minutes before the event begins to set up and decorate tables. However, it is possible that access to tables will not be possible until the start of your party. On crowded days, guests may be asked to leave after the allotted time to make way for the next party.
- ♣ The Park Party/Group package does not include table decorations, plates, flatware, or cake serving utensils. Please remember to bring everything you will need with you. Memphis Kiddie Park does not regularly stock these items.
- ♣ Absolutely no outside food, drink or coolers may be brought into the Park. The only exception is birthday cake and ice cream. We have very limited freezer and shelf space for your party treats. We will do our best to accommodate everyone, but that is frequently not possible. Plan accordingly. Refer to our website, www.memphiskiddiepark.com, for more information about our food and beverage policy.
- ♣ Treats will not be served until AFTER the ride time has ended. Wrist bands must be surrendered to receive your food and beverage package.

For the benefit of our other visitors, failure to abide by any of these rules may be grounds for denial of service by or removal from Memphis Kiddie Park without a refund. **Acceptance of your wrist bands indicates your understanding and agreement with these rules.**

Thank you!