



Party & Group Events

Terms and Conditions

Thank you for choosing to have your party or group outing at Memphis Kiddie Park. To provide you and your guests with the best experience possible, we have established the following Terms and Conditions. By paying your deposit and/or accepting your wristbands, you are indicating you understand and explicitly agree to these Terms and Conditions.

- ♣ Parties and group events are by reservation only. Reservations are not confirmed until a deposit is paid (unless otherwise arranged with our event specialist).
- ♣ **Deposits are non-refundable** subject to the following exceptions:
 - **Cancellation:** You may cancel your event and receive a full refund if you do so at least seven (7) days prior to your scheduled event. You must cancel with our event specialist by telephone (216-941-5995, Option 3) or email to reservations@memphiskiddiepark.com.
 - **Change of date:** You may change the date of your event (based upon availability) up to 48 hours before the scheduled time and your deposit will transfer to the new date. Changes of date within 48 hours of the original date may result in loss of deposit.
 - **Weather and Acts of God:** If we are forced to cancel your event due to weather or another condition outside of our control, your deposit will be refunded in full. If you have a previously scheduled "rain date", it will only be honored if you confirm it with our event specialist at the time your original party date is cancelled due to weather.
- ♣ No shows will be removed from our reservation calendar (including any associated rain date) and will forfeit their deposit.
- ♣ Our event package includes two (2) hours of ride time. Your ride time begins at the start time of your reservation. Ride time will not be extended for late arrivals. **We recommend party/event hosts arrive at least 15 minutes prior to their scheduled start time to purchase wristbands.** We will do our best to provide you with 15 minutes before your event begins to set up and decorate tables (if applicable). However, access to tables may not be possible until the scheduled start time of your event.
- ♣ Consider the weather forecast before starting your event. **Party/event wristbands are non-refundable for any reason.**
- ♣ Wristbands must be worn by each rider securely on an arm or leg such that it is only removable by cutting the band. Lost wristbands will not be replaced. Damaged or misfit bands may be exchanged.
- ♣ Party guests without wristbands, including parents, will need a ticket for all rides (except adults standing on the Merry-Go-Round holding a child seated on a horse).
- ♣ Access to the Miniature Golf Course will be allowed for children wearing wristbands if our staff, in their sole judgement, determine there is adequate adult supervision. Golf game play must end when ride time is over.
- ♣ For parties (and groups with prior arrangement), ride time is followed by one (1) hour at designated tables in our party area for snacks and celebration. Guests may be asked to leave the party area promptly at the end of their allotted time to make way for the next party.
- ♣ **Table space is limited.** Tables in our designated party area are assigned to parties (and groups upon prior arrangement) based on the number of children attending. Additional party tables for adult guests and family members may be available for an additional fee based on availability, but plan on limited space for adult guests. We cannot guarantee tables under the tent.
- ♣ **The only outside food, beverages and treats allowed inside the Park are birthday cake (or cupcakes), ice cream and bottled water (in sealed containers) for parties and events.** We have limited freezer space to store frozen treats, but we do not have refrigerator space to accommodate other party treats. **Piñatas are not allowed.** Candy and other treats as part of party gift bags are discouraged but must be handed out to guests only as they leave the Park at the end of the party. Refer to memphiskiddiepark.com for our full food and beverage policy.
- ♣ Our party/group package **does not** include table decorations, plates, or utensils. Please remember to bring everything you will need with you.
- ♣ Alcoholic beverages and/or weapons are not permitted at any time on Memphis Kiddie Park property.
- ♣ Smoking and/or vaping of any kind (both tobacco and tobacco free) are not permitted inside the Park.
- ♣ **Safety is our top priority.** Adults are responsible for the children in their group. Hosts are responsible for their guests' behavior and making sure all rules are followed.

For the benefit of all our guests, failure to abide by any of these rules may be grounds for denial of service by or removal from Memphis Kiddie Park without refund. Please let us know if you have any questions.

Thank you!