



Thank you for booking your party at Red Zone Adventures!

We appreciate your business, and want to make sure you and your guests have a GREAT time.

To help us ensure a great party, we ask you to please read the following thoroughly and contact us with any questions or concerns before your party.

CONFIRMATION PROCESS - We will call a few days before your party to review your information and get a confirmed guest count, but feel free to contact us at any time with questions or concerns.

GUEST COUNT - Our pricing is based on your confirmed guest count. An accurate head count is essential to plan your party (and other parties held on the same day). We understand one or two guests may get sick or face an emergency, and we can make small adjustments the day of your event (and reduce the party cost accordingly but not below our ten guest minimum), but **we reserve the right to charge for your confirmed guest count** in the event more than one or two of your guests are "no-shows."

PARTY ROOM ASSIGNMENTS - We assign our party rooms based on confirmed guest counts and on our overall party schedule. We will consider a request for a specific party room, but we assign rooms based on the most appropriate fit for all our guests. **We cannot promise any particular party room**, but will do our best to accommodate requests. **None of our staff is permitted to promise a specific party room.**

ADDING ADULTS TO A PARTY - Our parties are focused on the kids, not the adults. Party room allocation, food and beverage count, etc. are based on the number of kids in a party. If you wish to include adults in a party, please let us know and they will be added to the guest count. **We generally cannot give larger party rooms to small parties simply because a large number of non-playing parents are planning to stay.**

START TIME - Please ask your guests to arrive on time. We pack a lot of action into our parties and generally cannot delay the start of scheduled activities.

FOOD AND DRINK - Our party packages (other than Early Birds and Unlimited Specials) include **one or two slices of pizza per guest** and a pitcher of fountain beverages for every three guests. Unlimited Specials include three pizzas and four pitchers. Additional food and drink are available, and we will add the cost to your final tab. **Outside food and drink are not permitted**, with the exception of cake, snacks (e.g., chips, vegetable platter, fruit) and bottled water. If you have specific dietary concerns, please call us to discuss how we can best accommodate your needs.

PAPER GOODS AND DECORATIONS - We provide basic paper goods, including cups, napkins, plates, forks, etc. You are welcome to bring your own supplies, including decorations, but you may be unable to decorate your room until your party's scheduled start time. Please do not

bring sparkles, confetti, piñatas, silly string, or any other favors or decorations that are difficult to clean up quickly.

PARTY CONCIERGE/HOST - Every party (except for MEGATAG, Sunday Funday and Unlimited Specials) has a Party Concierge, who will keep the party on schedule and keep the kids moving from attraction to attraction. We ask parents to help enforce our rules if any child creates a safety hazard or refuses to listen to our staff.

CAKE - We can provide Carvel ice cream cakes for an additional charge. Please let us know if you would like a cake for your party and we will make all the arrangements.

PARENTS AND LASER TAG - Parents are welcome to sit in on our Laser Tag briefing, but for safety reasons, **we generally do not allow non-players in the Laser Tag arena.** Keep this in mind if you have children who may not want to play Laser Tag without an adult going into the arena with them. If non-playing parents are permitted in the arena (which we cannot guarantee we will be able to do), they must wear a Laser Tag or reflective safety vest.

PARTY DURATION - Our parties (except for Early Birds, MEGATAG and Unlimited Specials) are scheduled for 2 hours, plus or minus 15 minutes. Please keep this time frame in mind since we may need to prepare your party room for the next scheduled party.

OTHER PLAYERS IN LASER TAG DRING PARTIES - **Most parties are mixed with other players in the Laser Tag arena. We cannot promise that your party will be alone in the Laser Tag arena or that your guests will play only with kids around their age.** If you believe you must have an exclusive game, please contact us well in advance of your party to discuss game buyout options.

PARTIES DURING UNLIMITED SESSIONS – MEGATAG and Unlimited Special parties will generally play in every other or every third Laser Tag game played during their party time. On Friday and Saturday unlimited sessions, we generally restrict our unlimited Laser Tag ticket sales to three times the capacity of our arena, meaning we typically have an “A” game, a “B” game and a “C” game. Your party will be assigned to one of those games, and will rotate through with the rest of the A, B or C group. We reserve the right to allocate games to accommodate all players and parties.

If you have any concerns regarding the above guidelines, please call - we are happy to discuss your concerns with you. If you decide that Red Zone Adventures is not the place for your party, we will provide a full refund of your deposit anytime up to two weeks before your party.

**Red Zone Adventures
410.372.4422**