

My Nature Lab Birthday Party Contract & Policy Agreement

Thank you for booking your birthday party with us! The following information includes the general schedule, pricing, and expectations.

1. Booking, Schedule & Age Eligibility

- **Time Slot:** Saturdays from 4:15 PM – 6:00 PM (105 minutes total).
- **Event Schedule:** 15 minutes for set-up and greeting, 60 minutes for personalized animal presentations, and 30 minutes for cake and clean-up.
- **Party Fee:** \$450 paid in full at the time of online reservation.
- **Age Requirement:** Parties are strictly reserved for children turning **6 years or older**. Children turning 5 or younger are not eligible for birthday party bookings.

2. Strict Guest Capacity & Automatic Billing Authorization

- **Maximum Capacity Limit:** Party Room bookings are strictly capped at **15 TOTAL PEOPLE**. This limit includes all participating children, supervising adults, parents, and the birthday family.
- **Capacity Overages & Space Upgrade:** If total attendance exceeds 15 people at any point during your event, your party will automatically be relocated to the Main Lab space to accommodate the group size.
- **Automatic Charge Authorization:** Relocation to the Main Lab space incurs an automatic **\$450 upgrade fee**. By agreeing to these terms, you explicitly authorize My Nature Lab to store your payment card on file and automatically bill \$450 to that card if your group exceeds 15 attendees.

3. Arrival, Departure & Facility Rules

- **Arrival & Departure:** Do not arrive prior to 4:15 PM so staff can prepare the space. We recommend inviting guests to arrive at 4:20 PM. All guests, personal items, and decorations must exit the room by 6:00 PM.
- **Food & Climate:** Food and non-alcoholic drinks are welcome. You must bring your own plates, utensils, and napkins. There is no refrigerator, freezer, or water fountain on site. The Lab is maintained at 78°F; guests should bring water bottles and wear removable layers.
- **Prohibited Items:** Balloons, glitter, hanging decorations, piñatas, confetti, silly string, and projectile toys are strictly prohibited. Bringing prohibited items results in an automatic **\$75 cleaning fee** charged to the card on file.

4. Animal Safety & Conduct All attendees must keep voices low, treat animals gently, and ask staff before touching any animal. Supervising adults are required to assist with group management. Staff reserve the right to end animal presentations without a refund if behavior endangers the animals.

5. Cancellation & Rescheduling

- **30+ Days Notice:** Full refund minus a 10% processing fee.
- **15–29 Days Notice:** 75% refund.
- **5–14 Days Notice:** 50% refund.
- **Under 5 Days Notice:** Non-refundable.
- **Rescheduling:** Free with more than 5 days' notice; \$50 fee with less than 5 days' notice.