

Frequently Asked Questions for Birthday Party @ eXplorerkid

Our party package:

- 1) **What does your birthday package includes?**
Our birthday package includes invitation cards, kids' meals, goodie bags, special gift for the birthday child and unlimited playtime* for all paying guests (kids). There will also be a party-coordinator with you for an hour during the party time.
*(*Play excludes Adventure Highlands, Ball'O'City and The Rink)*
- 2) **What do you provide in the goodie bags?**
The goodie bags includes party sets such as party masks, noisemakers, whistles and poppers as goodie bags. In addition, you can also bring along your own preferred goodie bags.
- 3) **What is the duration of the party?**
It is a 2 hours party. The first hour is for kids to play in eXplorerkid and the subsequent hour is party time, where the kids have their party celebration in the party room. Thereafter, the kids are entitled to an unlimited playtime in eXplorerkid playground.
- 4) **What will the kids be doing in the party room for 1 hour?**
In the party room, the kids will be enjoying their meals, having the cake cutting ceremony and playing fun games/activities.
- 5) **A 2 hours of party is too short for me, can I extend the duration?**
Yes, but there's a surcharge of \$80 per hour for the additional hour use of party room. Minimum of 2 hours booking is required.

Birthday Party Rates:

- 1) **Minimum number of kids required is 15. What if I have less than 15 kids?**
Our party requires minimum of 15 kids, the charge will still be remained as for 15 kids although you have lesser kids.
- 2) **Is there any discount for eXplorerkid (EK) members?**
The price of \$24.40 per child is a discounted rate for EK members. Public rate is at \$28.10 per child.
- 3) **Is the birthday child within the list of minimum 15 kids?**
Yes, you must include the birthday child into the kid guest list.

- 4) **Are there any different charges for Peak and Off-Peak period?**
No, same charges apply for both peak and off-peak period.
- 5) **What if we have additional kid(s) on the party day?**
We will include the additional kids in your party and order their kid's meal accordingly. Payment for the additional kid(s) can be made on the actual party day.
- 6) **What if the siblings of the invited kids decide to join our party?**
If siblings of the invited kids decide to join your party, we will collect the payment of \$24.40 from their respective parents and include them into the party. The additional kids will enjoy the same benefits as the other invited kids.

Admission into eXplorerkid Playground:

- 1) **How do you differentiate between our invited guests and the public customers?**
On the actual party day, your guests must produce their invitation cards to our staff for verification. Upon verification, they will be given either a wrist tag or sticker to enter into eXplorerkid for FREE. If your guests forget to bring their invitation cards, we will verify through their names accordingly to the guest list you have provided.
- 2) **Can the party kids leave eXplorerkid for their lunch/dinner and come back for their free play again?**
Yes, as long as they have their wrist tags or stickers with them.
- 3) **Your package states that 1 child has to be accompanied by 1 adult. What if both parents turn up for my party?**
We will still allow both parents to enter with their child for free. There will be an adult charge of \$1.50 per entry for any additional adults.

Meals

- 1) **Does the party package include kid's meal?**
Yes, kid's meal menu is available for download on eXplorerkid website under the Birthday Package page.
- 2) **Do you provide adult's meal as well?**
Adult's meal is not included in the package. However, we can arrange for adult's meal from our official caterer. The adult's menu is available for download on eXplorerkid website under the Birthday Package page.
- 3) **Can I bring my own food?**
No, outside food and drinks are strictly not allowed in our premises. You can only bring in your birthday cake.

- 4) **Are the kid's and adult's meal Halal certified?**
Yes, our caterer is Halal certified.

- 5) **Do you have any vegetarian menu?**
Yes, the Vegetarian menu is also available for download on eXplorerkid website under the Birthday Package page.

Games/Activities organized by our Party Coordinators:

- 1) **How many games do the kids get to play at the party?**
If the participation rate is good, the party coordinator will play 2 games.
Otherwise, they only play 1 game.

- 2) **What type of games do you organise for kids below 5 years old?**
Kids below 5 years old are grouped under the playgroup kids. Thus, we offer activities for them instead of games.

- 3) **Are your party coordinators trained?**
Yes.

Party Room

- 1) **What is the maximum capacity that a party room can hold?**
The party room can accommodate up to 50 persons including the adults and children.

- 2) **Are the party rooms decorated?**
Yes, nevertheless if you prefer to bring along any additional decorative items, you may pass it to our party coordinator on the actual party day so that they can put it up for you.

- 3) **Can you open up another party room if I have 15 kids and 40 adults?**
Additional room will be open up when you have more than 30 kids. However, if you do not meet the minimum requirement, then there will be a charge of \$80 per hour for additional room.

Party Confirmation

- 1) **How soon in advance can I make my bookings?**
We accept six months advance booking. However, all bookings must be confirmed by 2 weeks prior to the party day and with a payment made. Otherwise, bookings will be auto-cancelled by the system.
- 2) **I'm unable to come down to your counter to make the payment. How can I confirm the booking?**
You may download our birthday party application, acknowledgement and credit card authorization forms that can be found in eXplorerkid website under the Birthday Package page. Please complete these forms and fax it to us at **65891850** for processing.
- 3) **What are the payment modes?**
We accept VISA, Master, NETS and Cash at our counter.

Additional Arrangements

- 1) **Can I bring my own piñata?**
Yes, you can.
- 2) **Can I bring in my own magician and clown?**
Yes, you can.
- 3) **Can we arrange for the cake to be delivered there?**
Yes, we have a fridge to store your cake.
- 4) **Will anyone contact me with regards to the party preparation?**
Our party coordinators will contact you 1 day before the party day.
- 5) **How do I inform you of the additional kids or even on my adult meal order?**
Upon your confirmation, you will be given our email and send us your requests to this email address: kidsbirthday@downtowneast.com.sg
(Please note that we do not accept verbal requests).
- 6) **Can I include Ball'O'City, Adventure Highlands and Ferris Wheel into the birthday package?**
Yes, but you have to make the booking 1 week in advance prior to the party day. We offer Ball'O'City and Adventure Highlands at \$4.50 per child and Ferris Wheel ride at \$4 per child. Minimum 10 kids are required for the bookings.