

FREQUENTLY ASKED QUESTIONS

Fall / Winter / Spring Birthday Parties at The Wave

- **How do I make a birthday party reservation?**
 - Birthday party reservations are done online at www.DublinRecGuide.com; we do not take in-person reservations. In the search bar, enter "Birthday Parties," choose your desired date, and follow the instructions attached in the "extra details" section to ensure accurate attendee totals and pizza orders
- **What is the price for a birthday party? How many guests can I invite?**
 - Birthday party reservations are \$26 per person for Dublin Residents and \$31 per person for Non-Residents. A minimum of 8 guests are required, and you may have up to 32 guests maximum. There also needs to be a ratio of one (1) adult for every seven (7) children, and supervising adults MUST be included in the birthday party package total and pay the birthday party fee
- **Can I make changes to my birthday party reservation?**
 - One free change is allowed, if more than four (4) business days prior to your party date, along with the fees associated with the requested change. Any additional adjustments will be a \$10 charge for each change, IN ADDITION to the change request associated fee.
- **What birthday party areas are available for Fall / Winter / Spring?**
 - There are two party areas available for reservation. Party Area 1 is located in the Natatorium Viewing Area and Party Area 2 is located on the Natatorium Pool Deck. Only the indoor Natatorium pool is available for guests to use, and no guests are permitted outside in the waterpark areas.
- **Can I bring in outside food or drinks?**
 - We do not allow any outside food or drinks. We **do** allow 1 sealed bottle of water per guest. Birthday party reservations at The Wave are allowed to bring in a cake/dessert for their reserved party, as the only exception.
- **Do all my guests have to pay if they are not swimming?**
 - Guests that are not swimming **DO** have to pay an admission fee of \$6, but that does NOT include any other of the birthday party package items / amenities or reserved seating.
- **What if I want to come in early to set up for my party?**
 - We do not allow early admittance. The specified times for the birthday parties are 1-4pm, which include all set up and clean up.
- **Can I bring my own decorations?**
 - Yes, you may bring your own decorations. Balloons and tabletop items are only allowed, as you may not paste, glue, tape, or tack items to walls, tables, chairs, etc. The use of confetti or glitter is prohibited.
- **Can I bring pool toys?**
 - All pool toys are subject to approval by facility management. We **DO NOT** allow ANY floatation devices, with the **ONLY** exception being Coast Guard Approved Lifejackets.
- **Where do you guys purchase your pizza from?**
 - Papa Johns
- **Can I order a different choice of pizzas for our party besides Cheese or Peperoni?**
 - All **dietary** needs are taken under advisement by the Facility Management.
- **Can I order other food items from Papa Johns and have it for my party?**
 - We do not allow any other items from pizza guys to be added to your order, and one (1) large pizza is included for up to every four (4) guests. We can add on pizzas (cheese or pepperoni) to your package for an additional \$18 dollars each.
- **Do you provide the cake?**
 - No, we do not. You can bring in a birthday desert of your choice, and Wave staff will store in the refrigerator / freezer
- **Can I have extra goodie items?**
 - No, we only provide 1 goodie item for each birthday party guest included in the reservation
- **What is your refund policy?**
 - The City of Dublin's refund policy states that a full refund can be issued by the customer themselves if more than seven (7) days ahead of event date, less a \$.10 processing fee. If less than seven (7) days, but more than four (4) business days ahead of event date, Wave staff can refund customers, less a \$5.00 processing fee. **Requests for refunds within four (4) business days of event date will not be processed and all fees will be forfeited.**