

# Fall / Winter / Spring Birthday Parties at The Wave

## Frequently Asked Questions

What is included in the birthday party package?

- **Each party area comes with reserved seating (4 picnic tables) during our Recreational Swimming hours (1pm—4pm), located in the indoor Natatorium pool only. All guests included in the birthday party package receive: admission into recreational swimming, a pizza lunch meal with a side and a drink, utensils, and a Wave party favor.**

What birthday party areas are available for Fall / Winter / Spring?

- There are two party areas available for reservation. Fall / Winter / Spring birthday parties take place during our Recreational Swimming hours in the Indoor Natatorium Pool (Saturdays & Sundays, 1PM – 4PM). Party Area 1 is located in the Natatorium Viewing Room, just outside of the Natatorium, 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.

What is the birthday party time?

- All birthday parties have a designated time of 1pm—4pm. This includes all set up and breakdown, and party areas must be clean and cleared by 4pm.

What if I want to come in early to set up for my party? Can we stay past 4pm?

- We do not allow early admittance or late exits due to safety reasons. All parties begin at 1pm and must conclude by closing time at 4pm.

What is the price for a birthday party? How many guests can I invite?

- Birthday party reservations are \$23 per person for Dublin Residents and \$28 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 bring my own decorations?

- Yes, you may bring your own decorations, as long as they are tabletop decorations only. Balloons and other decorations are only allowed as long as they are NOT glued, taped, tied, or tacked to City of Dublin property (i.e. walls, chairs, tables, etc.) **The use of confetti, glitter, or similar items is prohibited.**

Can I bring in outside food or drinks?

- We do not allow any outside food or drinks, minus water. Birthday party reservations 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?

- All guests must pay an admission fee to enter The Wave (\$6/person for Residents and \$8/person for Non-Residents). Guests that *are* included in the birthday party package *do not* need to pay any additional admission fee, as all birthday party package guests have admission included. Additional guests not included in the birthday party package must still pay an admission fee to enter, even if they are not swimming. Please note that an admission ticket does NOT include any of the birthday party package items, food, amenities, or reserved seating.

Can I bring pool toys?

- All pool toys are subject to approval by facility management. **We DO NOT allow ANY floatation devices inside the facility, with the only exception being Coast Guard Approved Lifejackets that will be checked upon entry.**

What are the food options for birthday parties?

- Off season birthday parties (October – April) come with a pizza lunch meal for each guest. The pizza options are pepperoni and cheese only, and parties are allotted 1 large pizza for up to every 4 guests. Adults will receive a water bottle, children will receive a juice box, and each guest included in the package will receive an applesauce side.

How many pizzas can I request for my party?

- Each party is allowed to request 1 large pizza for up to every 4 guests that are included and paid for in the birthday party package:
  - 8 guests total: may request up to 2 pizzas
  - 9—12 guests total: may request up to 3 pizzas
  - 13—16 guests total: may request up to 4 pizzas
  - 17—20 guests total: may request up to 5 pizzas
  - 21—24 guests total: may request up to 6 pizzas
  - 25—28 guests total: may request up to 7 pizzas
  - 29—32 guests total: may request up to 8 pizzas

Can I order a different choice of pizzas for our party besides Cheese or Peperoni?

- The options for food are pepperoni and cheese pizza only (cheese is considered the vegetarian option). All **dietary** needs are taken under advisement by the Facility Management.

Can I order other food items and have it for my party?

- We do not allow any other items to be added to your order besides the allotted cheese and/or pepperoni pizzas (1 large pizza for every 4 guests).

What time is the pizza delivered?

- Pizza will be delivered to your table between 1:15pm—1:45pm.

Can I have extra goodie items?

- Unfortunately, no, we only provide 1 goodie item for each birthday party guest included in the reservation.

## **Change Requests / Refund Policy**

Can I make changes to my birthday party reservation?

- One free change is included in each birthday party reservation, if submitted in writing to [TheDublinWave@dublin.ca.gov](mailto:TheDublinWave@dublin.ca.gov) at least four (4) business days prior to your party date, along with the fees associated with the requested change. **Business days are Monday—Friday, and off season birthday parties are hosted on Saturdays and Sundays, meaning all change requests must be submitted in writing to TheDublinWave@dublin.ca.gov by midnight (12AM) on the Monday before your party date.** After your first change, any additional adjustments will incur a \$10 charge for each change, in addition to the change request's associated fees. Full payment for changes is due immediately. No changes or fee adjustments will be made within four (4) business days of event date (12AM on the Monday before party date), including the day of your party.

What is your refund policy?

- The City of Dublin's refund policy states that a refund will be issued if requested in writing to [TheDublinWave@dublin.ca.gov](mailto:TheDublinWave@dublin.ca.gov) if more than four (4) business days ahead of event date, 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.**