

## FREQUENTLY ASKED QUESTIONS

### DIY Party

#### ***When, where, and how do we pay?***

Payment is due in full upon reservation. You can register by calling the Museum's reservation line at 819-776-7014. Payment can be made by telephone with a credit card, or by cheque (payable to the Canadian Museum of History).

#### ***What is your cancellation policy?***

There are no refunds, unless we are advised at least two weeks prior to the date of your reserved birthday party. It may be possible to switch weeks, although this is subject to availability.

#### ***Where do we go when we arrive?***

We recommend that you arrive at the Museum's Group entrance 15 minutes before the scheduled start of your birthday party. The Group Entrance is located on the first floor of the Museum. You will be greeted by a staff member at the appointed time, who will ensure that your party is checked in. Your party will begin promptly at the time you have booked.

#### ***Where can we park?***

Cars may stop in front of the Museum for a maximum of two minutes, allowing adults to drop off or pick up children. For parents wishing to stay more than two minutes, 20 minutes of free parking is available in the Museum's underground parking lot; if you exceed 20 minutes, the charge is \$2.50 per half-hour.

#### ***Can we bring our own decorations?***

You may have access to the party room five minutes before your reserved party time to decorate the room. You are responsible for taking down any decorations at the end of the party. Helium balloons are not permitted under any circumstances.

#### ***How many people can we bring to the birthday party?***

The birthday party fee includes up to 10 children and 2 adults. The fee includes admission to the Museum for the day, and 75 minutes in the party room. Additional children and adults can be added to the birthday party reservation for \$10 each, to a maximum of 30 people. The Children's Museum requires a ratio of one adult to every five children.

#### ***How long do we have in the party room?***

You will have a maximum of 75 minutes in the party room. This includes time for you to clean up any decorations or food you have brought with you. As the room is unsupervised, please do not leave anything unattended. The Museum is not responsible for any lost or stolen items.

#### ***Do you offer catering?***

**Yes**, the Museum has a special birthday party menu, with many choices. When you call us at 819-776-7014 to make your booking, you can arrange for catering at the same time. The meals will be delivered to the party room. Cutlery, plates and napkins included.

#### ***Can we bring our own food?***

Yes, you may bring your own food. Please ensure that you also bring your own cutlery, plates, napkins, cups and any other items required to serve the food you bring. There is no refrigerator or microwave available, so please make appropriate arrangements. Please note that, due to the Museum's conservation regulations, birthday candles are not permitted in the party room.

If you have any other questions, please do not hesitate to contact us. You may call us at 819-776-7014 or e-mail us at: [information@historymuseum.ca](mailto:information@historymuseum.ca).

We look forward to seeing you for your special celebration!