

SKYRISE

THEATER

FREQUENTLY ASKED QUESTIONS

FOOD QUESTIONS

- Can I bring outside food

Yes, we have an open, nut-free food policy. We have a fridge, and freezer available to use. If you wish to bring in pizza you will have to go through our vendor- we will take care of the order for you.

- Where do you order from
Unos Restaurant in Westborough

- Are you a nut free facility
Yes, we are.

- Is vegan or gluten free pizza available?
Yes, Vegan is \$17.50/pie Gluten free is \$16.50/pie

- How much is pizza
Cheese pizza-\$15.50/pie Pepperoni Pizza-\$16.50/pie Specialty pizza- \$17.50/pie

- How many slices will one pizza serve
8 slices or 16 slices- your choice

- When do you need to have the final headcount for pizza and attending guests
4 days before the party

- Can we bring ice cream, or an ice cream cake?
Yes, we have a freezer available for you to use

- Do you serve the food, drink and cut the cake and serve?
Yes we do! We want you to sit back and relax- enjoy the party!

- Do you provide a cake?
None of our party packages include a cake, but we recommend using our local bakery YUMMY MUMMY Bakery of Westborough.

PARTY QUESTIONS

- Do you decorate the facility, tables etc?

Yes! Please see below for details

- Classic party- Turquoise, silver, and white (skyrise colors) multi color streamers throughout the facility, outdoor birthday sign, indoor birthday banner, star centerpieces and balloon for each table, birthday boy or girl superstar seat.
- Deluxe and ShowTime party- Themed and color coordinated decorations throughout the facility, themed centerpieces, balloons displayed on each chair, decorated cake and food table, photo booth back drop, outdoor birthday sign, birthday boy or girl superstar seat.

- Can I bring my own decorations /paper goods

Unfortunately, No because our goal is for you to walk in and have everything set up and decorated. Check out our Deluxe package for full themed decorations!

- Do you provide music?

Yes, all of our packages have various times we use music, and sound files. Music will be playing upon arrival of the party.

- Is there place to put presents

Yes, and we will bag them for you at the end of the party.

- Is gratuity added in a birthday party or should I tip the party host

It is your choice if you wish to tip the party host, and staff if you believe they did a job well done!

- What qualifies as an extra guest in the birthday package

Anyone over the age of 2 is considered a paid guest. Adults and children under 2 are free

- Do you have invitations

We offer SkyRise invitations for the Deluxe package only, but they are available as an add on for the classic party- \$5/pack of 12

- How many kids can fit at a table

Each table can comfortably seat 8 kids - we have 3 tables

- Do parents have to stay

Parents are welcomed to stay or drop off their child, but please note if the space has 40+ guests in the building we charge a \$50 fee to cover additional paper goods, drink, and SkyRise staff member

- Is there parking available

Yes, there is a lot of parking available

- Are you handicap accessible
Yes, there are no stairs in our facility
- Do you have restrooms
Yes, we have two restrooms
- Can we bring our own goody bag?
Yes, but we include gift bags for each party guest in our Deluxe and ShowTime Package (by theme choice). Gift Bags are an additional charge for Classic Parties.
Coronation kit
Hero Kit
Sky Kit
Adventure Kit
- Are there costumes included in the party?
We provide props, and small costumes (ex: hat, lei, visor, bandana, vest, etc) to wear during the adventure parties only. Full costumes are provided for the ShowTime Express parties. We encourage kids to come dressed in their own costumes if they want to (hero, princess, etc)
Note: all costumes/props provided by skyrise for the party must be returned by the end of the party.
- What kind of craft do you do with the kids?
We create a themed craft that has been organized specifically for each themed/character chosen.
- How many staff members are working per party
We have 2 directors on staff for 10-16 kids, we add an additional staff member for 17 or more kids.
- Will the princess/hero interact with the guests
Yes, they are very active with the guests- and participate in all of the planned activities during the party
- Do you offer face painting
We offer face painting for our Deluxe/Showtime Package- Face painting is an optional add on for \$35.00 for the Classic Party package.
Note: we only offer two different designs per party that matches the theme/characters chosen.
- Does the birthday child open their present at the party?
No, we do not recommend this- we will bag the gifts for you to bring home.

- Can we bring a piñata?

Yes, but please note this may add time to your party for an additional fee or we can shorten a planned activity to add this into the party time.

- Do you charge for additional children? Yes for our Classic parties it is an additional \$10/child after 12 kids (including birthday child). For Deluxe parties it is an additional \$15/child after 16 kids (including birthday child)

- Maximum number of party guests
28

BOOKING QUESTIONS

- What are your available party booking days and times
Fridays at 6pm
Saturdays at 11am, 2pm, or 5pm
Sundays -11am, 3pm

- How long are each type of party?

DELUXE Adventure/Character/Showtime parties are 1 hour 45 minutes from start to finish.
CLASSIC Adventure, and Character parties are 1 hour 45 minutes from start to finish.

- What is your cancellation policy

This event contract and the \$150 deposit are due on the date indicated in the contract. If not received on or within 30 days after the date SkyRise has the right to cancel the event. To secure the date, if client cannot timely return the contract or deposit, client must pay in full to secure the date. If client cancels within 14 days of the event, the client shall be liable and will be invoiced for the full event fee. In the event of unforeseen circumstances beyond the client's control, such as an "weather or medical", SkyRise will make a reasonable effort to reschedule in a timely manner.

Change of date fee: If within 7 days of the scheduled event the client opts to change the contracted event to a different date/time, a \$50. Fee shall be assessed.
Late fee: The total balance due, for all services rendered (including any "extras" or additional fees must be paid on or before the day of the event. A \$50.00 late charge will be added to the event fee every week until paid in full.

- What is a good time to call in advance for a party
3 weeks in advanced as we book our parties well in advanced.

- What is the deposit amount
\$150.00 is required when filling out the final birthday survey.

- What is a birthday survey?

This is our convenient online form that allows you will fill in all the necessary information we need to know to make your party a great success!

- Do you do parties on the weekdays
Only Friday evenings at 6pm
- How Do I book?
Call 508-203-1759 or email SkyRiseEvent@gmail.com to book directly with one of our SkyTeam Members
- Do you have a referral program?
Yes, if you refer us to a friend or family and they book a party with us and use your name- both you and them will receive \$30 off your next birthday party!
- What are Add ons?
These are things that you can add to a Classic Party for an additional fee

ADD ONS

Birthday Balloon.....	\$7.00/child
Star Balloon.....	\$3.00/child
Party Gifts.....	\$10/child
Face Paint.....	\$45/party
Crowns.....	\$3/child <i>(these are included in a purchase of a "party gift")</i>
Hero Capes.....	\$5 child <i>(these are included in a purchase of a "party gift")</i>
Photo Booth Back drop.....	\$15/party
Second birthday child.....	\$20/child

Treat the Adults too!

Veggie Platter.....	\$60/party (Only included in the ShowTime Express Package- You can ADD on if you want)
Cheese and Fruit Platter.....	\$75/party (optional add on for any party package)
(price also includes delivery cost and tax)	

FOOD

Pizza- Preferred Restaurant UNOS Pizza 15" Cheese cut into 8 slices -\$17.50 per pie- Other Pizzas available for additional \$- Vegan and Gluten Free available

Cake- Recommended Bakery Yummy Mummy Bakery of Westborough. Details on the next page

Veggie Platter- Various Veggies and Ranch Dressing (serves 20 people) - Great idea for the adults!

Cucumbers, Summer Squash, Carrots, Celery, Broccoli, Cauliflower, Cherry Tomatoes, and Peppers

Cheese and Fruit Platter- Various cheeses and Ritz crackers (serves 20 people)- Great idea for the adults!

Gouda, Smoked Gouda, Brie, Jarlsberg, and Boursin cheese, Strawberries, Grapes, and Apricot