



Birthday Party FAQs

How early can I book my party?

We recommend booking your party 4 weeks in advance. Parties can be booked up to three months in advance and must be scheduled at least two weeks in advance.

Are invited guests who are members included in the guest count?

Yes, members, the host family, and the birthday child are all counted towards the total guest count of your party.

What is the cancellation policy?

Cancellations received more than two weeks before the reservation date will receive a refund minus the \$100 non-refundable scheduling deposit. Cancellations within two weeks of the reservation are not eligible for a refund.

What if I need to reschedule my party?

We will do our best to accommodate rescheduling your party should an unfortunate circumstance occur. However, as our party room is requested so far in advance, it may be difficult to find another available date and time near your original date. A rescheduling fee of \$25 will be applied to any party rescheduled more than 2 weeks in advance. Parties rescheduled within two weeks of a party date are subject to a \$50 rescheduling fee.

Do you provide invitations?

Yes! Editable, electronic invitations are provided with your reservation and provide details for your guests about arrival time and party time.

How many tables and chairs are available in the party room?

You will have 6 tables (96" x 30") with blue vinyl tablecloths and 8 yellow chairs each, as well as a serving table or counter. You will have the room for your party for 1 hour, as well as 20 minutes before and after for setting up and cleaning up. A two tiered cart will be provided for transporting items within the museum, and a Discovery guide will be available for questions and directions.

Can we go anywhere in the Museum the day of the party, including the carousel?

Yes! All of the museum is available for party attendees, including riding the carousel!

Can I hire a character for my party?

No, professional characters are not permitted.

Can I hire a decorator?

No, decorators are not permitted.

Are balloons allowed at the Museum?

No, the Qubein Children's Museum does not allow balloons in our building.

Are pinatas allowed at the Museum?

No, the Qubein Children's Museum does not allow pinatas in our building.

Is there storage space for party items or food before or after the party?

We will store your cart for you until your party time. However, there is no refrigerator or freezer space available. The museum is not responsible for items stored on your cart during this time.

When can I set up and how much time do I have to clean up?

You will be able to set up beginning 20 minutes before your scheduled hour in the party room, and an additional 20 minutes to clean up and transport your party items after that hour. A Discovery Guide will also be in the room cleaning during that time.

How do my party guests check-in?

Your guests will check-in in the lobby of the museum upon their arrival. At this time, we will provide them with a special party wristband that gives them admission to the museum. Guests must wear their wristband at all times. We will use the guest list you provide prior to the party to help check-in your guests and ensure your guest count is accurate.

Can my guests and I come early and stay late at the Museum?

No, your party time comes with a four hour play window that is designated on your invitations. Please be respectful of other guests and party attendees and arrive and depart at your scheduled time to avoid overcrowding in the museum.

Is there anything else not allowed that I should be aware of?

Yes, confetti, silly string, glitter, pinatas, wall decorations, balloons, crock pots, sterno warmers or hot plates, open flames (other than brief birthday candles), any type of wall decorations, and all alcoholic beverages are not allowed.

Can I hire a professional photographer for our party?

No, professional photographers are not permitted. Only personal photography of your own party guests is allowed.

What if there is inclement weather or unforeseen closure on my party date?

If inclement weather is predicted prior to your date, we will call you to discuss your options in advance. However, unpredictable events may occur that cause the museum to be closed with little notice. All closures, delays or early closures will be posted to our website QubeinChildrensMuseum.org, social media accounts and local news stations.

In the instance of an unforeseen closure, you will have the option to reschedule your event at no additional cost to another mutually agreed upon date. If no other date is available that will work for you, a full refund will be given.

In the instance of a delayed opening or early closure:

If your party room time is scheduled during open hours, your reservation will still be available (even if your play session may be shortened). However, you will still have the option to reschedule at no additional cost should you choose to do so. This must be communicated in writing to party@QubeinChildrensMuseum.org.

If your party room time falls during the closed hours, you will have the option to reschedule your event at no additional cost to another mutually agreed upon date, even if your guests have already enjoyed some playtime at the museum. If no other date is available that will work for you, a full refund will be given.

Please note: If a closure or delay occurs, the museum phone line may be inaccessible. Please use Party@QubeinChildrensMuseum.org for all questions regarding your party in this instance.