

# Indoor Birthday Parties: Frequently Asked Questions

## YOUR PARTY ATTENDEES

- **What if the number of guests that will be attending my party changes?**

Parties of 15-19, 20-24, 25-29 or 30-33 attendees are typically booked in rooms with a maximum capacity of 33. Parties of 34-39 or 40-48 are always booked in rooms with a maximum capacity of 48. If your numbers increase, you can upgrade your party size after booking, **but only up to the maximum capacity of the party room you select at time of booking.** For example, if your party room holds 33, you originally purchased the 15-19 attendee package and you would like to upgrade to the 30-33 attendee package, you're welcome to call and pay the difference in these packages at least **one week** in advance. **The Sales Associate cannot process refunds for attendee downgrades or downgrades from an outdoor party to an indoor party after booking. Any unplanned overages will be charged full admission on the day of the party,** but will still be granted access to the party room up to your room's maximum capacity.

- **Does my total count include both children and adults?**  
**Yes.** Anybody over 12 months of age is included in the total participant range and should be accounted for when deciding which guest range to purchase.

- **Can my guests use their Museum memberships to check in for my party?**

Parties are offered accommodations and staff support beyond the scope of normal Museum memberships, so **no party guests may use Museum memberships toward admission** during a party.

- **Can I bring extra guests?**

Please note the maximum capacity for your indoor party room. Room capacity must be adhered to in order to maintain fire code. Children under 12 months of age will not be counted toward your party room capacity.

## PARTY ROOM SPECIFICS

- **When can the host set up the party room?**

Hosts will have access to the room to set up 30 minutes before their party is scheduled to begin. **The Museum is not able to extend set-up time due to the potential for time conflicts with other party reservations.** Please check in at the Box Office on arrival, your Party Pal will provide a rolling bin and direct you to your room.

- **Is there a refrigerator/freezer for cake/ice cream and other refreshments?**

Each room has a mini refrigerator; please note that these will not accommodate large items such as ice cream cakes. You will

gain access to the refrigerator when your set-up time begins, 30 minutes before your party.

- **How many chairs and tables will be in the room on the date of our party?**

There will be 15 kids' chairs, 16 adult chairs, 2 children's tables (5' x 2.5'), and two 8' tables located in the room during the time of your party. If you would like to request additional tables and chairs, email the Scheduling Specialist at [scheduling@portlandcm.org](mailto:scheduling@portlandcm.org).

- **Can I decorate the room?**

Many hosts choose to decorate using tablecloths, centerpieces, or standalone cardboard cutouts. To keep our walls well-maintained, wall decorations must be hung **only** using painters' tape. Any other forms of adhesive used may result in repair charges.

- **What about balloons?**

You are welcome to have balloons in your party room for the duration of your party. **Balloons must be kept outside the Museum when the party is not in session. Balloons are not permitted on the Museum floor.** Helium tanks are not allowed in the Museum or party rooms.

- **Can we bring a piñata or confetti?**

No. These items are choking hazards.

- **Can we bring a clown, magician, or some other kind of entertainment?**

Please email the Scheduling Specialist if you would like to plan on having special entertainment at your party. **Entertainers must be able to set up and tear down within the time that you have access to the party room. Entertainment must take place in the party room only.** Any damages caused to the party room by the entertainment are the responsibility of the host.

- **Can I bring an alcoholic beverage?**

The Museum does **not** allow alcoholic beverages during normal operating hours. If you are interested in serving alcoholic beverages at your party, consider an After Hours rental.

## CHECK IN AND CHECK OUT

- **How do my guests check in?**

Guests check in under the birthday child's name. The Box Office will have an appropriate number of wrist bands available for the number of guests you have purchased. All attendees exceeding the party size level purchased will be charged **regular all-day admission**, which either you or the guest can pay. Guests arriving early will be invited to play in the Museum until the scheduled party time.

- **What about parking?**

In addition to the complimentary parking pass emailed to the party host, we offer a limited number of parking spaces that can be purchased by contacting the Scheduling Specialist. Paid parking is available in Washington Park. For more information

about paid parking, visit [explorewashingtonpark.org/parking](http://explorewashingtonpark.org/parking). Consider using [Tri-Met](#), as there is a MAX station here in Washington Park, and plan to arrive early. The Museum is not responsible for parking availability. No adjustment will be made for party attendees who cannot find parking and are unable to attend the party.

- **Can we delay our party arrival or departure? Can we lengthen our party time?**

To ensure a clean room for all scheduled birthday parties, **we cannot accommodate early or late arrivals and departures.** Parties who do not vacate the room at their designated time are subject to additional charges.

- **Do I need to clean up afterwards?**

Please take or throw away any leftover refreshments. Trash cans are available for paper goods/wrapping paper. Our facilities staff will wipe tables, sweep the room and remove trash bags when your party is finished. **The Museum is not responsible for any lost or stolen items.**

## MUSEUM INFORMATION

- **How long can my party attendees play in the Museum?**

Party attendees can play all day, from 9am-5pm unless the Museum is closing early. Please call or view our [online calendar](#) for exact hours on the date of your party. Please note that **we require one adult for every five children in the party room as well as on the Museum exhibit floor.** Chaperones are responsible for

their children's safety and behavior. If needed, partygoers may leave the Museum and return on the same day to play.

- **Can my guests attend a performance or character appearance at the Museum if it happens on the day of my child's party?**

We want your group to enjoy all of the special events happening at the Museum, however, performances and character appearances are on a first come, first served basis for all visitors. For popular events, please allow up to 30 minutes in line for your party to fit in our venue areas.

## ROOM PHOTOS

Parties of between 15 and 33 guests are typically booked in our Potato Rooms.





Parties for 35 or more guests are always booked in Purple Turtle Hall.



**Additional questions? Email Lindsay Costello, the Scheduling and E-Commerce Specialist, at [scheduler@portlandcm.org](mailto:scheduler@portlandcm.org).**