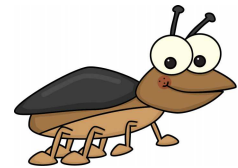


Bug Mania Party

Thank you for booking your birthday party at John Janzen Nature Centre! This package is intended to provide you with additional information about your program and our facility, and answer some frequently asked questions.

For any booking questions, modifications or cancellations, please contact our birthday party booking office directly:

Phone **780-442-1442**
Email **cmsbirthdaybookings@edmonton.ca**



Your Birthday Party Bug Mania Party

A bug's life will become reality when we examine the smallest ant to the biggest bug. We'll meet some other tiny critters when we explore the forest. Peek inside our beehive, go on a bug hunt, create a critter and meet one of our live bug-eating animals up close.

Program Length: 3 hours (ages 6-11)
Location: John Janzen Nature Centre
Available: May - September

Included in the Program Fee

The following is included with your program fee:

- A 2 hour program delivered by an program leader
- A one-hour room rental
- A birthday t-shirt for the birthday child. Youth sizes S-XL are available in green and yellow. Please indicate your size and colour preference to your program leader.
- The party main contact will receive:
 - 26 50% discount off a single admission to an attraction facility (when a second admission of equal or lesser value is purchased)
 - 26 free single admission to a fitness and leisure centre (when a second admission of equal or lesser value is purchased)

Optional Add-ons

Extra birthday shirts are available for an additional cost. These must be requested at the time of booking the party. No refunds or additions will be accepted once the booking has been placed.

Add-ons must be confirmed and paid for at the time the birthday party booking is made.
No refunds or additions will be accepted once the booking has been placed.

Birthday Party Preparation

Communication

You will be contacted at least 48 hours prior to your birthday party to confirm details. If you have not heard from us and have questions about your program, please call **780-442-6589**.

Group Size & Adult Supervision

Maximum of 26 children (including guests and siblings) and 4 adults.

Adults are required to stay with your group at all times and assist with supervision. Additional parents and children/siblings will be asked to pay facility admission fees and tour the facility on their own (during facility operating hours only). Additional participants can re-join the group for the room rental portion or after the program ends.

For after-hours birthdays, additional parents/children are not permitted to remain within the building on their own for a self-guided visit to the facility.

Special Needs

To help us deliver the best birthday party we can for you, please inform the staff when you make your booking about students with special needs in advance of the program. These needs may include:

- Learning
- Physical, including mobility issues
- Medical, including allergies, especially to bees and wasps
- Behavioural

Program content and activity locations are very flexible to ensure participants with special needs have a positive experience.

Clothing

Please dress for the weather as all of our programs include some outside activities. During inclement weather, your program leader will allow for more indoor time.

Ensure children have comfortable shoes that can be worn throughout the program; there is no need to wear rubber boots.

Facility Guidelines



To ensure visitor safety and continued enjoyment, there are some rules that we ask all program participants to abide by at John Janzen Nature Centre:

- When indoors, use quiet indoor voices.
- Treat all artifacts and animals with respect.
- Remain with your program leader at all times unless otherwise directed.
- When exploring the forest around the Nature Centre, remain on the trail at all times.
- Preserve nature for other guests by not picking leaves or flowers.
- Obey boundaries set up by your program leader during games or activities.

Tegler Discovery Zone

The John Janzen Nature Centre is home to an indoor playspace called the Tegler Discovery Zone. This play space re-creates local wildlife habitat in a way that allows children to learn about nature through play. Crawling and climbing structures are designed for children aged 3 to 10. You may request to use this space for a portion (up to 45 min) of your birthday party.

Please Note: If you wish to use this space outside of the 2 hours allocated for your party program, facility admission will apply.

When using this space, we ask that you abide by the following rules:

- Socks are required for everyone entering this space. Please remind adults that they will need socks as well.
- No food or drink allowed.
- Children must be supervised at all times.

What to Bring

- Your party guests and a fun-filled birthday celebration spirit!
- Socks for our indoor playspace. All adults and children must wear socks inside the playspace. If participants forget socks, they are available for purchase from our front desk for a very reasonable price.

Food

You are responsible for supplying all food, beverages, plates and utensils for your party. There is a freezer that can be used to store food and/or cake on the day of the birthday. There is no fridge available for food storage. There are no cooking facilities on-site, so all food must be prepared prior to the birthday party.

Decorations

You may bring in your own decorations, including:



- Table cloths
- Table-top decorations
- Banners

Please be advised that the following are not permitted:

- Sparklers
- Items needing to be tacked or nailed to walls
- Items needing to be hung from the ceiling
- Balloons

Payment & Cancellation Procedures

Payment

- The cost of your booking is shown on your program confirmation. Payment is required at the time of booking.
- Payment can be made by cash, cheque, Visa, MasterCard and American Express. Please have cheques made payable to The City of Edmonton, and write your booking confirmation numbers on your cheques.
- Payment can be made on the phone at the time of booking, or in person at any City of Edmonton facility.

Program Cancellation

- You are required to provide written notice of cancellation of programs via email at cmsbirthdaybookings@edmonton.ca.
- Programs run rain or shine. In the event of poor weather, you must call 780-442-1442 or email cmsbirthdaybookings@edmonton.ca if you are not coming.
- For birthdays cancelled with 8–30 days' notice, 50% of the program fee will be charged.
- For birthdays cancelled with less than 7 days' notice, the full program fee will be charged.

Arrival Procedures

Early Access to Site (for set-up)

You may arrive a **maximum of 15 minutes prior to your birthday program** to bring in food and decorations to set-up for the party.

Guest Arrival

John Janzen Nature Centre is located adjacent to Fort Edmonton Park. Access is off of Fox Drive, just east of the Whitemud. John Janzen Nature Centre shares a large, free parking lot with Fort Edmonton Park.



Please note that your party may begin/end outside of our facility's regular operating hours. Please visit our website at edmonton.ca/johnjanzen to check our most up-to-date hours of operation.

Morning Parties: guests should arrive as close to the start time as possible. The program leader will meet guests at the front door. If you arrive to find the doors locked, they will be there shortly! The doors will not be unlocked until the facility is open to the public, so late arrivals will be unable to get in on their own. Please provide guests who will be arriving late with your contact number to reach you, so that they can be let into the facility upon arrival.

Afternoon Parties: guests should let the front desk know they are here for a birthday, and will be directed to the classroom area.

After-hours & Evening Parties: If your program begins outside of our regular hours, the facility doors will be locked upon your arrival. Please do not be alarmed; your program leader will let you in! Please advise any parents picking up their children after-hours that they will need to wait until the program end time. The facility will be locked to the public for the duration of the program.

Parking

The John Janzen Nature Centre shares a free parking lot with Fort Edmonton.

Frequently Asked Questions

1) What happens if I need to end the program before it is scheduled to end?

Please let your program leader know prior to or at the start of the program when you would like the program to end, so that they will end the program with enough time to ensure the group is back in the party room for adults to pick-up children.

2) What happens if we arrive late?

Your program will start when you arrive at the Nature Centre, and will end at the scheduled end time indicated on your booking confirmation sheet.

3) Are there food services on-site?

There are beverage and snack vending machines in the Nature Centre hallway. You are welcome to arrange food to be delivered. Please use 7000 143 St Edmonton, AB as the address to be delivered to. You will be responsible for meeting the delivery at the front door when it arrives.

4) Do we have the room for the whole time?

Yes. Food, presents, and other belongings can be left in the room during the program. Depending on the party, many of our program activities may take place outside of the room and in other locations around the facility, so we will not be in the one room the entire time. We usually draw the doors closed when the party is out of the room. The rooms do not lock. If you have small valuables, such as a purse, we recommend bringing them with you.

5) How will I know which room is the birthday room?

We have 2 party rooms. Program leaders place a sign at the top of the stairs past the front desk of the nature centre to direct individuals to their designated party room.

6) Do we need to clean up afterwards?

Your program leader will clean up the room after your party. Please be considerate and help our staff by ensuring that all garbage and recycling is placed into the correct receptacles. Additionally, please assist our staff with any large messes (i.e., spilled food/drink) by minimizing/containing the spill. If no paper towels are available in the room, please ask your program leader for some.

7) Can parents enter the facility to drop-off/pick-up their child without paying admission?

If you are not planning to stop by the Tegler Discovery Zone or Exhibit Room, there is no charge to enter the facility. Please inform the front desk staff that you are there to drop-off/pick-up for a birthday.

8) Can we have the room rental before the 2 hr program?

Yes, this is possible. Please discuss your request/preferences with the reservations office at the time of booking.



9) Some of our guests are young and may not be ready for 2 hours of continuous programming.

a) Can we have a snack/bathroom break in the middle of the program?

Yes. Please include this request when booking.

b) Can we have a shorter program (i.e., 1 hour)?

Yes. Please include this request when booking.

10) I have 20 children, and 10 parents. Can they all participate without paying extra admission for the parent?

Yes. The maximum group size for this party is 30 (includes children, siblings, and adults)

11) Do you offer any birthday programs for infants/toddlers (children under the age of 3)?

Our party programs are for children ages 3 yrs and up. Some families choose to book combined family birthdays, where the majority of children are at least 3-4 years of age. Younger children (siblings) are welcome to attend these birthdays with additional adult supervision. Please be aware that some of the activities may not be suitable for or of interest to children under 3 years.

12) Can I tip my program leader if they did a great job?

No, City of Edmonton employees cannot accept money. Once the program is over, you can thank them verbally and complete an evaluation. You are welcome to offer them a piece of cake or leftover food to express your appreciation.

*For the most up to date pictures and information, like
'John Janzen Nature Centre' on Facebook or follow @yegnature on Instagram.*

We look forward to seeing you at the John Janzen Nature Centre!

