

Ladybugs & Friends Birthday Party



Thank you for booking your birthday party with the Muttart Conservatory! 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

Included in the Program Fee

- A thematic 1.5 hour program delivered by an interpreter
- A one-hour room rental
- A birthday t-shirt for the birthday child. Youth sizes S-XL are available in green, purple, and yellow. Please indicate your size and colour preference to your interpreter.

Effective September 1, 2017 -- The **birthday child** will receive:

- One family single admission pass to a City Attraction (Edmonton Valley Zoo, John Janzen Nature Centre or Muttart Conservatory)

Optional Program 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.

Birthday Party Preparation

Pre-Program Contact

A member of our team will contact you by phone and/or e-mail prior to your party to confirm details with you. If you have not heard from someone at least 48 hours prior to your party and have questions about your program, please call the Muttart Conservatory program coordinator at **780-496-6952**.



Group Size & Adult Supervision

The maximum number of people (including parents and siblings) for your party is **25**. At least 4 adults are required to stay with your group and assist with supervision. Additional guests beyond the 25 maximum are not permitted.

Supervisors are to help the kids with program activities and making sure everyone is following the Muttart Conservatory guidelines listed below:

Facility Guidelines

The Muttart Conservatory is a living **museum**, so there are rules that visitors must follow:

- Stay on the paths in the pyramids; walk slowly, taking time to observe everything around you.
- No climbing on rocks, ledges, benches, etc.
- Use quiet, indoor voices.
- Only touch things that your program leader invites you to touch (for safety)
- Don't pick any leaves, flowers, or fruit from the plants.
- Don't pick up leaves, flowers, or fruit that have fallen on the pathways -- sometimes these aren't safe and could irritate the skin, for example.
- What you see in the pyramids stays in the pyramids.
- No food or drinks allowed in the pyramids.
- Groups are responsible for cleaning up after themselves.
- Remember to:
 - Put all garbage and recycling into the appropriate containers.
 - Remove any leftover food, drinks, and decorations.
 - Pack up all items and **be ready to leave the party room on time.**
 - There may be another program or rental using the room after you, so this is important.

Special Needs

To help us deliver the best birthday party we can, please inform us of children with special needs in advance of the program.

This includes:

- Physical disabilities, including limited/restricted mobility
- Learning disabilities
- Behavioural concerns
- Medical needs/concerns, including allergies

Program content and activity locations can be modified to include children with special needs

Clothing

Please ensure children have comfortable, supportive shoes that can be worn throughout the program. In winter, we suggest participants bring indoor shoes to change into during the program since heavy winter boots can be uncomfortable inside. Some pyramids can be quite cool in the fall, winter, and early spring. Guests are advised to wear long sleeves and/or a sweater during these months.

What to Bring

- Your party guests and a fun-filled birthday celebration spirit!
- Newspaper and plastic shopping bags are helpful in the winter time. Each child will pot a seedling to take home during the party, and in the cold winter months these items will help protect the plants on their way home.

Food

You are responsible for supplying all food, drinks, plates, and cutlery for your party. There are no cooking facilities at the Muttart Conservatory, so all food must be prepared prior to the birthday party. If you are bringing food and/or drinks that you want to keep cool, we suggest you bring coolers for these items.

Remember that you are responsible for cleaning up any food, drinks, or decorations that you bring and that you need to be ready to leave the party room on time (at the end of the room rental, as shown on your booking confirmation).

The café at Muttart, Culina, can provide catering for birthdays. Please contact them directly via email at catering@culinafamily.ca if you are interested in finding out more.

Decorations

You may bring your own decorations for your party room, including:

- Tablecloths (we can supply reusable ones or you can bring your own)
- Table-top decorations
- Banners (hung with masking tape only)

The following items **are not** permitted:

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

Payment & Cancellation Procedures

Payment

- The cost of your program booking is shown on your program confirmation. Payment is required at the time of booking.
- Program dates and times cannot be booked or held until full payment is received.
- Payment can be made by cash, cheque, Visa, MasterCard, or American Express. Make cheques payable to “The City of Edmonton”, and write your booking number on the memo line.
- Payment can be made over the phone by calling the Programs Reservations Office at 780-442-1442, or in person at any City of Edmonton recreation centre or attraction.

Program Cancellation

- You are required to provide written notice of cancellation of the birthday party via email to cmsbirthdaybookings@edmonton.ca.
- Programs cancelled with 30 days’ or more notice will not be charged the program fee or cancellation fee.
- Programs cancelled with 8-29 days’ notice are subject to be charged 50% of the program fee, unless the cancellation is filled by a waitlisted group.
- Programs cancelled with less than 8 days’ notice, the full program fee will be charged.
- 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.

Please note: even if you have already talked to another staff member prior to your program and have expressed interest in cancelling/re-scheduling, you will need to call (780-442-1442) or email (cmsbirthdaybookings@edmonton.ca) our birthday booking agents to officially request a change to your program booking.

Arrival Procedures

The Muttart Conservatory is located at 9626-96A Street. Parking is provided at no charge in the main parking lot. Please meet your program leader at the main entrance before your program.



Early Access to Site

You can enter the facility 15-30 minutes before your program start time to bring in your supplies, food, etc. When you are contacted by a member of our team before your program date, tell them if you are planning on arriving early and we will inform your program leader.

Guest Arrival

If the party is in the afternoon, guests arriving at Muttart should let the front desk staff know they are here for a birthday and they will be directed to the party room.

If the party is in the morning, ask your guests to arrive close to the official start time (5-10 minutes before). The program leader will temporarily open the front gate just before the program. The facility does not open to the public until 10am, so the front gate will be locked and guests will not be able to get in on their own. Ask your guests to call your cellphone when they arrive so that they can be let into the facility. This helps with guests that arrive late, too. You could also station one of the adult supervisors at the front gate to help your guests enter the facility.

Program Information

Ladybugs & Friends Birthday

(Ages 4-10 years)

Celebrate your birthday and learn all about ladybugs and other cool insects that help our gardens grow! We'll play games, make a ladybug craft and take home a plant that we pot ourselves! To add some extra excitement, guests will get a chance to release some real beneficial bugs into one of the pyramids. You'll be seeing spots after this delightful and unique party.

Available February - June, September - November

Program Objectives

We will:

- have a memorable and fun birthday experience.
- learn about how ladybugs and other animals are great helpers to gardeners and farmers through games and activities.
- use our senses to learn how plants and animals survive in extreme weather conditions.
- develop and appreciation for plants and beneficial insects.



Frequently Asked Questions

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

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

2) What happens if we arrive late?

Your program will begin at the scheduled start time OR when you arrive at the Muttart Conservatory and are ready to begin. The program will end at the scheduled end time indicated on your booking confirmation sheet and cannot be adjusted the day of.

3) What happens if my child is sick the morning of my program and I want to cancel/re-schedule?

If you want to cancel and/or re-schedule your program for any reason, please refer to the Program Cancellation policy section.

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

Yes. Food, presents, and other belongings can be left in the room during the 1.5 hour program of activities. Many of our program activities will take place outside of the room 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. Please bring small valuables, such as purses, with you.

5) Do we need to clean up afterwards?

Your interpreter will sweep the room after your party and put away the tables and chairs. 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 your group makes (i.e., spilled food/drink). If you need more paper towels, please ask your interpreter for some.

6) Can parents/guardians enter the facility to drop-off/pick-up their child without



paying admission?

Yes. Ask parents/guardians to let the front desk staff know they are here to drop-off/pick-up a child for a birthday party.

7) Can we have the room rental before the 1.5-hr program?

Sorry, but the program activities must be done before the 1 hour room rental. The interpreter will be cleaning up the program activities while you have your rental time.

8) My children are young (i.e., 4 yrs) and may not be ready for 1.5 hrs of continuous programming.

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

Yes. Please include this request at the time of booking.

b) Can we have a shorter program (i.e., 1 hour), and use the extra time to extend the room rental time by an extra 30 minutes?

Yes. Please include this request at the time of booking.

9) I have only 15 children, but 10 adult guests as well. Can they all participate without the adults paying extra admission?

Yes. The maximum group size for the party is 25 (includes kids, siblings, and adults).

10) Do you offer any birthday programs for infants/toddlers (children under the age of 4)?

Our current birthday programs and the program activities we offer are designed for children aged 4 years and up. Some families choose to book combined family birthdays, where the majority of children are 4 years and up. Younger children (siblings) are welcome to attend these birthdays with additional adult supervision; however, they may not be able to, or be interested in participating in all of the activities. Please call our birthday program bookings office if you are interested in booking a mixed-age birthday party and would like more information.

11) Can I tip my interpreter if they did a great job?

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

We look forward to seeing you at the Muttart Conservatory!



