

Birthday Party FAQ

Updated: August 2021

When can a party be booked?

Kitchener	Stratford
Saturday, 10:30am to 12:30pm	Saturday, 10:30am to 12:30pm
Saturday, 1:30pm to 3:30pm	Saturday, 1:30pm to 3:30pm
Sunday, 10:30am – 12:30pm	Sunday, 10:30am – 12:30pm
Sunday, 1:30pm – 3:30pm	Sunday, 1:30pm – 3:30pm

How can I book my party?

Visit www.kwsphumane.ca/birthday-parties for booking instructions.

- Payment must be made in full to reserve your spot. We cannot hold parties.
- Any cancellation will be charged a fee, in accordance with our policy.
 - o 15 days or more of notice – 10% fee retained
 - o 3 to 14 days notice – 50% fee retained
 - o 2 days or less – no refund

I want a party during the week. Can you accommodate?

We may be able to accommodate this request! Please reach out ahead of time, and we will try to arrange this.

Do you run parties for adults?

We do not host parties for adults at this time.

How much does a party cost?

Our Gold Collar Party is \$215, and includes a party host and decorated party room for 2 hours, loot bags, a gift for the birthday child, and planned activities.

Our Platinum Collar Party is \$275, and includes all of the above, plus an XL pizza (12 slices), a custom cake, juice boxes, plates, napkins, utensils, candles, etc. If you're planning on having food, this is your best option!

What age are the parties appropriate for?

The parties are appropriate for ages 5 – 12. We have different activities for every age level in this range.

How many children are included in the party?

Included in our party packages is 9 children plus the birthday child (10 in total).

During the COVID-19 pandemic, these numbers are strict. We cannot exceed 10 children, so please be mindful of this when sending out invitations.

Can you accommodate adults?

We do have a limit for adults, as well. Our limit is 2 adults. At least 1 adult must be present at all times.

What are the COVID-19 protocols?

Before each party, guests will be sent a waiver to fill out and give to our hostess. Children without a waiver will not be able to participate. Adults will be required to sign in, and answer COVID screening questions.

The room will be disinfected regularly, and activities will be planned with social distancing in mind.

Masks are mandatory at all times, by all children, adults, and staff, unless eating or drinking. Not wearing your mask will result in an end to the activity until mask policy is followed.

Refunds will not be given, should a party be ended early due to refusal to follow mask policy.

What is the schedule like?

Our schedule changes depending on the host and party preferences, interest of the group, type of party (gold or platinum) and more, but typically it goes like this:

- 10 minutes for children to arrive, games and getting to know the host and other attendees
- 20 minutes for pizza or party snacks
- 30 minutes for a tour and animal interaction (if animal is available)
- 30 minutes for a craft
- 30 minutes for cake and presents

What do you mean by “animal interaction”?

We aim to have a least 1 of our adoptable pets interact with the party guests each party. At this time, during the COVID-19 pandemic, animal interactions may not be possible, as the majority of our adoptable pets are currently in foster homes in the community, and not in the centre. If, however, there are suitable animals for groups, we will certainly bring them out!

The type of animal, and quantity of interactions is unpredictable. We do our interactions with cats and small animals. Dogs are not used for interactions. Unfortunately, you cannot choose which animals you will interact with. This is up to our Animal Care team, who know which animals would be suitable in a group.

Can I bring my pet to the party?

Unfortunately, we cannot have outside pets come to our parties, even if they are friendly. Our pets go through testing to make sure that they are appropriate for the public. This policy is in place for the safety of the public, our staff, and our adoptable pets. You must leave your pets at home.

Can I choose the craft?

Often, the host will have a few different options for crafts. If there's something that your birthday child would love to do, let the hostess know before the party starts, so that they can try to accommodate.

My child wants to ask their guests for donations. What do you need?

That is very generous, and we certainly appreciate all donations! Please visit www.kwsphumane.ca/how-to-help/wish-list to see our most-needed items.

What is in the loot bags?

The loot bags have:

- 1 Humane Society tattoo
- 3 pieces of candy
- 2 animal themed items

They are open at the top, so you are welcome to add anything in that you'd like.

Allergy notice:

Although our cakes and pizza are not made with nuts/peanuts, we do not guarantee that these products have not come into contact with an allergen. It is best that those with severe allergies bring their own food in order to guarantee safety. Our products are made with gluten. Our cake cannot be made Gluten Free, but your pizza can be made Gluten Friendly (not free, as there are gluten products there), with an additional charge.

We also cannot guarantee that our animals have not come in contact with an allergen before their arrival or during their care at the centre.

If you have a question that is not covered in this list, please call 519-745-5615 x233