

Birthday Party FAQ

Updated: May 2023

When can a party be booked?

Kitchener	Stratford
Saturday, 10am-12pm	Saturday, 10:30am-12:30pm
Saturday, 1pm-3pm	Saturday, 1:30pm-3:30pm
Saturday, 4pm-6pm	Sunday, 10:30am-12:30pm
Sunday, 10am-12pm	Sunday, 1:30pm-3:30pm
Sunday, 1pm-3pm	
Sunday, 4pm-6pm	

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 cancellations 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 of notice – 50% fee retained
 - o 72 hours or less – no refund
- **If you do not receive a confirmation email from Paypal, your registration did NOT go through**

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 \$250, 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 \$315, and includes all of the above, plus an XL pizza (12 slices), a custom paw print cake, juice boxes, plates, napkins, candles, etc. If you are planning on having food, this is your best option!

What age are the parties appropriate for?

The parties are appropriate for children 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). Additional guests can be added for \$20 per child, to a maximum of 15 children.

Can you accommodate adults?

We have a limit for adults as well. 1 adult must be present at all times, with a maximum of 4 adults.

What are the COVID-19 protocols?

Masks are optional. The party room is disinfected regularly.

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 at least 1 of our adoptable pets interact with the party guests each party. Animal interactions are never guaranteed and depend on the suitability of animals in our centre. Many animals are in foster care in the community rather than here in the shelter.

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 is something that your birthday child would love to do, let the host 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:

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

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