

Birthday Party FAQ

When can a party be booked?

Kitchener	Stratford
Friday, 6:00pm to 8:00pm	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
Saturday, 4:30pm to 6:30pm	Sunday, 1:30pm – 3:30pm
Sunday, 11:30am to 1:30pm	
Sunday, 2:30pm to 4:30pm	

How can I book my party?

Go to www.kwsphumane.ca, under “Learn and Enjoy” you will find birthday parties! The links to register online will be there.

- Please register for your party online. Parties cannot be booked over the phone.
- Any available times and dates will be listed on the registration page.
- 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 might 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 parties for adults at this time.

How much does a party cost?

Our Gold Collar Party is \$200, 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 \$250, 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 4 – 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). We can have up to a maximum of 15 children. Each child above the 10 included is an additional \$20, to be paid for before the party begins. We cannot exceed 15 children, so please be mindful of this when sending out invitations. More than 15 children goes against our staff to child ratio, and you may be charged an additional \$60 in order to bring in another staff, should your total reach more than 15.

Can you accommodate adults?

We do have a limit for adults, as well. We suggest 2 adults (at least 1 adult must be present at all times), and our maximum is 5 adults. Please do not plan on having more than 5 adults in the party room.

What is the schedule like?

Our schedule changes depending on the host and party preferences, interest of the group, 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
- 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. If there are more animals that are deemed appropriate for groups, we may see even more! The type of animal, and quantity of interactions is unpredictable, because our animals go home, and come in so quickly at the centre – things change fast! We do our interactions with cats and small animals. Dogs are not used for interactions. On very rare occasions, there are no suitable animals to interact with. In this case, we will take a longer tour of the centre, but will not visit an animal, as to reduce stress on our animals, and keep our party goers safe.

Unfortunately, you cannot choose which animals you will interact with. This is up to our Animal Care team, who know which animals would be successful 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! There is a list of supplies we need under "How you can help" on our website.

What is in the loot bags?

The loot bags have

- 1 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 you pizza can be made Gluten Friendly (not free, as there is 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