

# EXTREMELY IMPORTANT MATERIAL!

**\*\*\*PLEASE READ AS SOON AS POSSIBLE PRIOR TO YOUR EVENT\*\*\***

## Frequently Asked Party Questions at Ultrazone

- **What time should I plan to arrive for my party at Ultrazone?**  
You should plan to arrive 5-10 minutes before your party is scheduled to start. While you may arrive as early as you like, your party room will most likely not be ready for you until exactly the time you have scheduled.
- **What type of food or supplies may I bring with me?**  
Ultrazone parties are a complete package of food, beverage and supplies. We do not permit any outside party food (including cake) to be brought into Ultrazone. You may, however, prepare party bags for your party participants or you may purchase party bags for \$4.50 per person through Ultrazone.
- **What is the minimum number of persons required to schedule a party at Ultrazone?**  
The minimum number of persons required for booking a party is 10. You may, however, have less than the minimum number of participants and simply pay the minimum amount.
- **What is the maximum number of persons permitted in a party?**  
Due to the limitations of the party room sizes, we limit the number of party participants to 30.
- **What will happen to my deposit if I need to cancel or postpone my party?**  
Deposits are non-refundable. If you provide at least 14 days notice you may apply your deposit to any available date or time within the next two months. Cancelling a party within 14 days of the scheduled event will cause the loss of your deposit. If for any reason you need to postpone your party, you may do so at least 72 hours prior to your scheduled event without penalty. If you subsequently cancel your party you will forfeit your deposit as if it were canceled in the first place.
- **Will my party have exclusive use of the Laser Arena during my party?**  
While your participants will have exclusive use of the party room for the duration of your party, they will not have exclusive use of the Laser Game Arena. Our Laser Tag game can accommodate up to 39 players at a time and as such your players will most likely be playing with persons from other parties or the general public. If you would like to have exclusive use of the facility please contact a manager for additional information regarding our exclusive private facility rental rates or our arena rentals.
- **Will my players be playing with persons much older or younger than themselves?**  
Ultrazone is a game that can be played by persons of all ages and age rarely plays a part in the overall enjoyment of the game. We do, however, understand that some parents would rather limit their children's contact to other children close to their own age. For this reason, we offer our KIDZONE on every Saturday morning and afternoon from 10am-4pm. During this time we limit the use of our laser tag arena to children 6 to 12 years of age and their parents.
- **When do I need to provide Ultrazone with an expected number of party participants?**  
So that we may order the correct amount of food and supplies for your party, we ask that you call us with a solid estimate at least 72 hours before the day of your party. We will need to have a final firm number of participants from you approximately 15 minutes after your scheduled start time the day of your party.
- **Can I order extra food for the party?**  
You may order extra food for your party but we must have your order at least 72 hours in advance. Since we do not prepare any food on the premises, we must place some of our food orders in advance.

- **What should I expect as a general timeline for my party?**

We will attempt to have your party participants into their first laser game within 15 minutes of the start of your party. After the first game they will return to the party room for the food, beverage and cake celebration. Normally we will schedule your last laser game to end as close to the end of your party as is practical.

- **How long will I have the use of the Party Room?**

Your Ultrazone party will normally be scheduled for one hour and forty-five minutes of exclusive use in the party room. If there is not a party scheduled in your room immediately following yours, additional time may be provided at no additional charge. However, should another party be scheduled after yours, it will be necessary for our personnel to have access immediately following the close of your party for cleaning and preparation for the next party. In the event that your party runs late, we will relocate all of your personal belongings to a secure area until you are ready to depart Ultrazone.

- **What happens if I arrive late for my Party?**

Your party is booked for one hour and forty-five minutes. As such, any late arrivals will cut into your party time. Generally, late arrivals do not cut into the laser game time but will affect the free time you have available for eating and celebrating.

- **Can I add additional players to the party after it has started?**

You may add additional players after your party is in progress for the normal per player rate.

- **What is the minimum age for participating in Ultrazone?**

We recommend that only persons 6 years or older play the Ultrazone Laser Tag Game due to the size & weight of our vests as well as the lighting and environment in the arena.

- **Can I observe the game in progress?**

Spectators are not permitted past the lobby briefing room door at any time. Parents are welcomed and encouraged to participate in the laser games but we do not permit spectators as the presence of non-players could have a negative impact on players in the arena.

- **What should I do with my valuables while I am playing in the laser game?**

We provide secure lockers for \$.50 cents per use and there is almost always a locker or two available. Should you find that no locker is available please contact a manager; Do not leave valuable personal belongings unattended in your party room. We cannot be responsible for items that may be lost or stolen at Ultrazone.

- **Can I photograph or film the party?**

You may photograph or film your party in the public areas of Ultrazone. Unfortunately due to copyright restrictions we cannot allow any filming within the Laser Tag Game Arena or the Briefing and Vesting rooms.

- **Can we open our gifts at Ultrazone?**

You will have time for your celebration between your first and second Laser games. This time is normally adequate for eating and having cake but there is generally not enough time to open gifts. We recommend that you plan to open gifts at a later time.

- **Will my players have time to enjoy the arcade games?**

If you find that your players are finished early and you would like to purchase tokens for the arcade, they are available from your party coordinator and at the front counter for \$20.00 per 100 tokens. This token price is only available to parties and must be purchased during your party time.

- **How and when can I pay my party balance?**

You will be presented with a final reconciliation of your account at the completion of your party. We ask that you present payment to your party coordinator or at the front counter prior to your departure.

We accept cash and credit cards (VISA, MC, Discover).