

Muttart Mystery Birthday



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 **780-496-7948**

Email **cmsbirthdaybookings@edmonton.ca**

Your Birthday Party

Included in the Program Fee

- A themed 2 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 purple and yellow. Please indicate your size and colour preference to your interpreter.
- Every child attending the party will receive:
 - One 50% discount off a single admission to an attraction facility (when a second admission of equal or lesser value is purchased)
 - One free single admission to a fitness and leisure centre (when a second admission of equal or lesser value is purchased)

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

Interpreter Contact

The interpreter assigned to lead your program will contact you a few days prior to your party to confirm details with you. If you have not heard from your interpreter 48 hours prior to your party and have questions about your program, please call the program coordinator at **780-496-6952**.



Group Size

The maximum number of people (including parents and siblings) for your party is **30**. At least 4 adults are required to stay with your group and assist with supervision.

Special Needs

To help us deliver the best birthday party we can, please inform your interpreter about children with special needs in advance of the program. This includes:

- Physical Disabilities
- Medical Concerns, including allergies

Program content and activity locations can be changed to accommodate children with special needs.

Clothing

Please ensure children have comfortable shoes that can be worn throughout the program. In winter, it is advised that participants bring indoor shoes to change into from their snow boots.

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.

Facility Guidelines

As Muttart Conservatory is a living museum, there are some rules that we ask all program participants to abide by:

- Stay on the paths in the pyramids; walk slowly taking time to observe everything around you.
- No climbing on rocks, ledges or chairs etc.
- Use quiet indoor voices.
- Only touch what your interpreter says is safe to touch.
- Don't pick any leaves, flowers and fruits off the plants they're attached to.
- What you see in the pyramids stays in the pyramids.
- No food allowed in the pyramids.

What to Bring

- Your party guests and a fun-filled birthday celebration spirit!
- Newspaper and plastic shopping bags 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 insulate plants on their journey to each child's home.



Food

You are responsible for supplying all food, beverages, plates and utensils for your party. There is a fridge/freezer that can be used to store food and/or cake on the day of the birthday. There are no cooking facilities on-site, so all food must be prepared prior to the birthday party.

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

Decorations

With your room rental for before or after your party, you may bring in your own decorations, including:

- Table cloths
- Table-top decorations
- Banners

Please be advised that the following are not permitted:

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

If you have any questions about materials that you wish to bring to your party, please discuss these with your interpreter when they call you prior to your party.

Payment & Cancellation Procedures

Payment

- The cost of your booking is shown on your program confirmation. A down payment of 50% of the program fee must be made at the time of booking.
- Payment can be made by cash, cheque, Visa, MasterCard and American Express. Please have cheques made payable to The City of Edmonton, and write your booking confirmation numbers on your cheques.
- Payment can be made on the phone at the time of booking, or in person at any City of Edmonton facility.

Program Cancellation

- You are required to provide written notice of cancellation of the birthday party via email at cmsbirthdaybookings@edmonton.ca.
- Cancellations with 4 – 30 days' notice are subject to a fee of 50% of the program cost.
- Programs cancelled with less than 3 days' (72 hours') notice will be charged the full program fee.
- 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 your interpreter prior to the program and have expressed interest in cancelling/re-scheduling, you will need to call or email our birthday booking agent to formally request a change to your program booking.

Arrival Procedures

The Muttart Conservatory is located at 9626-96A Street. Please meet your interpreter at the main entrance before your program.

Early Access to Site

Depending on the other activities happening at the facility on the day of your party, you may be able to access the site 15 minutes early to bring in your supplies, food, etc. You must make the arrangements directly with your interpreter when you speak to them prior to your program.

Guest Arrival

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

If the party is in the morning, guests should arrive as close to the start time as possible. The interpreter will meet guests at the front gate. The facility does not open to the public until 10am on weekends, so the front gate will be locked and guests will be unable to get in on their own. If possible, provide guests who will be arriving late with a contact number to reach you at, so that they can be let into the facility upon arrival.

Parking

Parking is provided in the main parking lot of Muttart Conservatory at 9626-96A Street.



Program Information

Muttart Mystery Birthday

(6-10 years)

There is a mystery afoot at Muttart Conservatory! Our program leader will play the part of master detective, leading you and your party guests on a scavenger hunt for clues. Along the way you'll discover some of the coolest plants that live under our pyramids, and even plant a seedling to take home.

Available year 'round

Program Objectives

We will:

- Have a memorable and fun birthday experience.
- Provide a fun and engaging introduction to plants, their needs, and human's uses.
- Encourage attitudes of respect for plants, their environment, and conservation.



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 start when you arrive at the Muttart Conservatory, and will end at the scheduled end time indicated on your booking confirmation sheet.

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. You will need to call the birthday program booking agent (780-496-2601) to officially cancel and/or re-schedule your program. Cancellation fees may apply. Even if you have already talked to your interpreter prior to the program and have expressed interest in cancelling/re-scheduling, you will need to call our birthday booking agent to formally request a change to your program booking.

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 2 hour program. 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 clean up the room after your party. 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 (i.e., spilled food/drink) by minimizing/containing the spill. If no paper towels are available in the room, please ask your interpreter for some.

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

Yes. If you are passing by the front desk staff, please let them know that you are there to drop-off/pick-up a child for a birthday party.

7) Can we have the room rental before the 2-hr program?

Yes, this is possible. Please include your request/preferences in the “notes to interpreter” section of your booking confirmation sheet at the time of booking. When your interpreter calls, please discuss your request with him/her, so that your interpreter can plan time for activities accordingly.



8) My children are young (i.e., 4 yrs) and may not be ready for 2 hrs of continuous programming.

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

Yes. Please include this request in “notes to interpreter”.

b) Can we have a shorter program (i.e., 1.5 hrs), and use the extra time to extend the room rental time by an extra 30 minutes?

Yes. Please include this request in “notes to interpreter”.

9) I have only 15 children, but each of them has 1 parent (a maximum of 30 people total in the group). Can they all participate without the parents paying extra admission?

Yes. The maximum group size for this party is 30 (includes kids, siblings, parents).

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 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 leftover food to express your appreciation.

We look forward to seeing you at the Muttart Conservatory!