

Nature Play Party

Thank you for booking your birthday party at John Janzen Nature Centre! 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

The following is included with your program fee:

- A 45-min nature-themed program delivered by an interpreter
- 45 min of free-play time in the Tegler Discovery Zone
- 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 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.

Add-ons must be confirmed and paid for at the time the birthday party booking is made. 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 **780-496-2916**.

Group Size & Adult Supervision

Maximum of 15 children (including guests and siblings) and 15 parents.

Adults are required to stay with your group at all times and assist with supervision. Additional parents and children/siblings will be asked to pay facility admission fees and tour the facility on their own (during facility operating hours only). Additional participants can re-join the group for the room rental portion or after the program ends.

For after-hours birthdays, additional parents/children are not permitted to remain within the building on their own for a self-guided visit to the facility.

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:

- Learning Disabilities
- Physical Disabilities, including mobility issues
- Medical Concerns, including allergies
- Behavioural Issues

Program content and activity locations can be changed to include students with special needs.

Clothing

Please dress for the weather as all of our programs include some outside activities. During inclement weather, your interpreter will allow for more indoor time.

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.

Facility Guidelines

To ensure visitor safety and continued enjoyment, there are some rules that we ask all program participants to abide by at John Janzen Nature Centre:

- When indoors, use quiet indoor voices.

- Treat all artifacts and animals with respect.
- Remain with your interpreter at all times unless otherwise noted.
- When exploring the forest around the Nature Centre, remain on the trail at all times.
- Preserve nature for other guests by not picking leaves or flowers.
- Obey boundaries set up by your interpreter during games or activities.

Tegler Discovery Zone

The John Janzen Nature Centre is home to an indoor playspace called the Tegler Discovery Zone. This play space re-creates local wildlife habitat in a way that allows children to learn about nature through play. Crawling and climbing structures are designed for children aged 3 to 10.

Your program automatically includes 45 minutes of free-play time in the TDZ, in addition to 45 minutes of programming lead by an interpreter. Depending on how many other programs we have running at the same time, the 45 min of free-play time may be scheduled before or after the 45 min of interpreter-led program time. This can be discussed with your interpreter when s/he calls to confirm program details.

Please Note: If you wish to use this space outside of the 1.5 hours allocated for your party program, facility admission will apply.

When using this space, we ask that you follow these rules:

- Wear socks only! No bare feet or shoes are allowed in the Discovery Zone.
- No food or drink allowed.
- Children must be supervised at all times.
- Strollers can be parked outside the playspace entrance.
- Based on attendance, staff may need to limit access to the play space. This is to ensure visitor safety.

What to Bring

- Your party guests and a fun-filled birthday celebration spirit!
- Socks for our indoor playspace. All adults and children must wear socks inside the playspace. If participants forget socks, they are available for purchase from our front desk for a very reasonable price.

Food

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

If you have not booked a room for before or after your party we cannot guarantee a space to eat.

Decorations

If you have booked a room for before or after your party, you may bring in your own decorations, including:

- Table cloths
- Table-top decorations
- Banners
- Balloons

Please be advised that the following are not permitted:

- 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. Payment is required 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 780-496-7948 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

John Janzen Nature Centre is located at 7000-143 street, next to Fort Edmonton Park. Access is via Fox Drive, just east of the Whitemud.

Please meet your interpreter at the front entrance to the John Janzen Nature Centre a few minutes prior to your program.

Early Access to Site (for set-up)

You may arrive a **maximum of 20 minutes prior to your birthday program** to bring in food and decorations to set-up for the party. You must make early arrival arrangements directly with your interpreter when you speak to them prior to your program.

Guest Arrival

John Janzen Nature Centre is located adjacent to Fort Edmonton Park. Access is off of Fox Drive, just east of the Whitemud. John Janzen Nature Centre shares a large, free parking lot with Fort Edmonton Park.

Please note that your party may begin/end outside of our facility's regular operating hours. Please visit our website at **edmonton.ca/johnjanzen** to check our most up-to-date hours of operation.

Morning Parties: guests should arrive as close to the start time as possible. The interpreter will meet guests at the front door. If you arrive to find the doors locked, s/he will be there shortly! The doors will not be unlocked until the facility is open to the public, so late arrivals will be unable to get in on their own. If possible, provide guests who will be arriving late with your contact number to reach you, so that they can be let into the facility upon arrival.

Afternoon Parties: guests should let the front desk know they are here for a birthday, and will be directed to the classroom area.

After-hours & Evening Parties: If your program begins outside of our regular hours, the facility doors will be locked upon your arrival. Please do not be alarmed; your Interpreter will let you in! Please advise any parents picking up their children after-hours that they will need to wait until the program end time. The facility will be locked to the public for the duration of the program.

Parking

The John Janzen Nature Centre shares a free parking lot with Fort Edmonton.



Program Information

Nature Play Party

(3-5 years + Adults)

Dance like animals, meet a small local animal, and use your senses to solve a puzzle in the this fun filled birthday intended for preschoolers and their adults. Program includes 45 minutes of play time in our nature- themed indoor playground, the Tegler Discovery Zone.

Available Year-Round

Program Objectives

- Provide a fun and memorable birthday experience
- Encourage attitudes of respect for nature and the environment
- Introduce participants to some animals and plants found around Edmonton by using our senses

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 Nature Centre, and will end at the scheduled end time indicated on your booking confirmation sheet.

3) Are there food services on-site?

There are beverage and snack vending machines in the Nature Centre hallway.

4) I booked a room rental. Do we have the room for the whole time?

Yes. Food, presents, and other belongings can be left in the room during the 1.5 hour program. Depending on the party, many of our program activities may take place outside of the room and 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. If you have small valuables, such as a purse, we recommend bringing them with you.

5) How will I know which room is the birthday room?

We have 2 party rooms. Interpreters usually put a sign at the top of the stairs past the front desk of the nature centre to direct individuals to their designated party room.

6) 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.

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

If you are not planning to stop by the Tegler Discovery Zone or Exhibit Room, there is no charge to enter the facility. Please inform the front desk staff that you are there to drop-off/pick-up for a birthday.

8) Can we have the room rental before the 1.5-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 the interpreter can plan the program accordingly.

9) Some of our guests are not quite 3 yrs, and may not be ready for 45 minutes 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., 30 minutes)?

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

10) I have 20 children, but only 10 parents. Can they all participate without paying extra admission for the children?

To ensure a quality program for pre-schoolers, we recommend smaller numbers of children (maximum 15 kids). If you have additional children that you wish to invite, we recommend booking a second birthday program to keep the group numbers manageable.

11) Do you offer any birthday programs for infants/toddlers (children under the age of 3)?

Our party programs are for children ages 3 yrs and up. Some families choose to book combined family birthdays, where the majority of children are at least 3-4 years of age. Younger children (siblings) are welcome to attend these birthdays with additional adult supervision. Please be aware that some of the activities may not be suitable for or of interest to children under 3 years.

12) 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 John Janzen Nature Centre!