



Pond Party

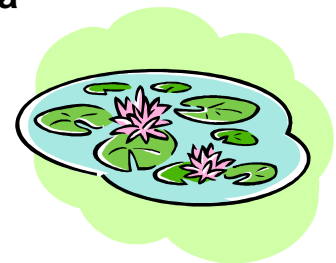
Thank you for booking your birthday party at John Janzen Nature Centre! This package is intended to provide you with additional information about your program and our facility, and answer some frequently asked questions.

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 two 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 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 **780-496-2916**.

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.

Please dress for the weather as the programming may include outside activities. During inclement weather, your interpreter will allow for more indoor time.

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. You may request to use this space for a portion (up to 45 min) of your birthday party.

Please Note: If you wish to use this space outside of the 2 hour programming portion of your birthday party, facility admission will apply.

You are also welcome to use this space after the programming portion of your birthday party is completed. 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 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. This contact information is listed at the top of page 1.*

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

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

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. The facility does not open to the public until 10am, so the front door 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, so that they can be let into the facility upon arrival.

Afternoon Parties: Guests arriving at the Nature Centre 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. Your interpreter will let you in shortly before the program start time. Please advise any parents picking up their children after-hours that they will need to wait at the doors until the program end time. The facility will be locked to the public for the duration of the program.

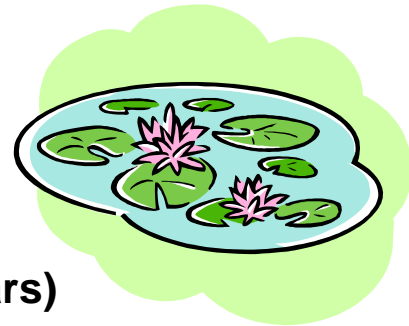
Parking

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

Program Information

Pond Party

(6-12 years)



Peek under the surface and use dip nets to discover the fascinating animals that call the pond their home. Predaceous diving beetles, phantom midges, and dragonfly nymphs are just a few that you might find.

Available May through September

Program Objectives

- Provide a fun and memorable birthday experience.
- Encourage attitudes of respect for nature and the environment.
- Introduce participants to pond life through hands-on exploration.

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 2 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 will 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?

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

8) Can we have the room rental before the 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) My children are young (i.e., 4 yrs) and may not be ready for 2 hrs of continuous programming.

a) Can we have a shortened program?

Yes, you can book our 2.5 hr party package, which includes 1.5 hr of programming and a 1 hr room rental.

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

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

c) 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”.

10) 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).

11) Do you offer any birthday programs for infants/toddlers (children under the age of 4)?

The Nature Play Party is a good option for younger children ages 3-5 and their adults. Included in this program are 45 minutes of programmed activities such as dancing like animals, using their senses to solve a puzzle, and meeting a small local snake or salamander. These activities are all done with assistance from the children's adults which is why the party is limited to 15 children and their 15 adults.

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!