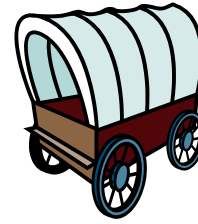


# Pre-School Pioneer Birthday



Thank you for booking your birthday party with the John Walter Museum! 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](mailto: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 **780-496-5953**.

### **Group Size**

The maximum number of people (including parents and siblings) for your party is **20**. At least 2 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.

The historical houses 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 John Walter Museum is a living museum, there are some rules that we ask all program participants to abide by:

- Use inside voices.
- Use walking feet inside and outside of the buildings.
- The artifacts on display are for viewing only. The interpretive guide will grant permission if certain artifacts can be touched.
- Respect boundaries such as ropes, fences and signs to protect sensitive areas and to keep the visitors safe.



## **What to Bring**

- Your party guests and a fun-filled birthday celebration spirit! No additional supplies are needed!

## **Food**

- You are responsible for supplying all food, beverages, plates and utensils for your party.
- There are no fridges available in the historic buildings, but if you have any items that require constant refrigeration you may use the fridge in the Administration Building.

## **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. 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](mailto: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](tel:780-442-1442) or email [cmsbirthdaybookings@edmonton.ca](mailto: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

The John Walter Museum is located at 9810 Walterdale Hill, on the north side of the Kinsmen Sport Centre parking lot. Your Interpreter will meet you at the Visitor Orientation Centre, the modern building onsite.

## 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

It is best for guests to arrive on time; the interpreter will only be able to wait for a short period of time before beginning the majority of the party activities. Guests can be dropped off and picked up on-site, at the party location.

## Parking

Parking is provided in the main parking lot of the Kinsmen Sport Centre and the John Walter Museum.



## **Program Information**

### **Pre-School Pioneer Birthday**

**(4-5 years)**

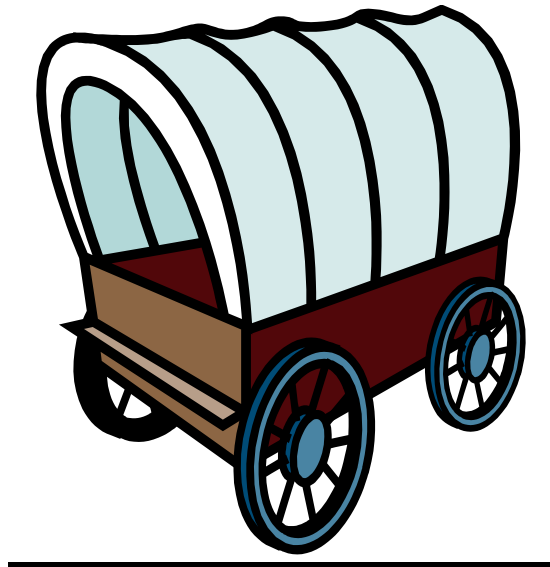
Children will have a great old time trying on old-fashioned costumes and playing party games of yesterday. They'll bake delicious cookies, make a toy, and try their hand at pioneer chores such as washing Mr. Walter's old wool socks!

*Available year round*

### **Program Objectives**

*We will:*

- have a memorable and fun birthday experience.
- Discover the life of John Walter and his family
- learn about the lives of early Edmontonians and how it was different than modern life.



## **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 John Walter Museum, 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. If an adult will not be staying in the rental room during the program, the Interpreter will lock the building. 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 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.



**7) 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 10 children, but each of them has 1 parent (a maximum of 20 people total in the group). Can they all participate without the parents paying extra admission?**

Yes. The maximum group size for this party is 20 (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 John Walter Museum!*

