

FREQUENTLY ASKED QUESTIONS

Birthday party at the Canadian Children's Museum

When, where and how do I pay?

Full payment is required when you book your reservation. You may reserve by calling the Museum's reservation line at 819-776-7014. Payment can be made by telephone using a credit card or by cheque (made payable to the Canadian Museum of History).

What is your cancellation policy?

No refunds will be given, unless the Museum is informed in writing of your cancellation at least two weeks prior to the date reserved for your birthday party. You may book an alternate week, subject to space availability.

How many people can attend the birthday party?

The birthday party fee includes a maximum of 10 children and two adults. This fee includes admission to the Canadian Children's Museum for the day, along with three hours in the party room. Additional children and adults may be added, at a cost of \$13 per adult and \$9 per child, to a maximum of 24 people. The Canadian Children's Museum requires a ratio of one adult to every five children.

Is it possible to add children on the day of the party?

Yes, you may add children on the day of the party. The fee is \$9 for each additional child. If the ratio of children to adults changes, it will also be necessary to add one or more adults, at a fee of \$13 each. The required ratio is one adult to every five children. A party can have up to 24 guests.

Our party group will likely have fewer than 10 children. Is it possible to adjust the fee?

The basic fee for birthday parties is fixed, and does not change if fewer than 10 children are booked.

Where should we go when we arrive?

Upon arrival at the Museum, you must go to the Group Entrance, 15 minutes before the scheduled start of your birthday party. The Group Entrance is located on parking level P1. A staff member will come to welcome you at the scheduled time, and will ensure that everything is in order. Your party will begin precisely at the time you have reserved.

Where can we park?

The Museum offers indoor parking on two levels. Level P1 is closest to the Group Entrance. Parents dropping off their children for the party can also park in the Museum's underground parking. Their parking ticket allows 20 minutes of free parking to deliver their child to the party. After the initial 20 minutes, the rate is \$2.75 per half-hour. The maximum daily rate is \$13.

How long can we stay in the party room?

You have the party room for a maximum three-hour period. This includes the time you will need to remove any food and decorations you have brought with you. Given that the room is not monitored, please do not leave anything important unguarded. The Museum will not be responsible for any lost or stolen items.

Can we bring our own decorations?

Yes, you can decorate the room using your chosen party theme. You must remove all decorations at the end of the party. Helium-filled balloons and open-flame candles are not permitted under any circumstances.

Do you offer catering?

Yes, catering services are available. You may order directly through our Call Centre.

[See the two menu options.](#)

Deliveries from external restaurants or caterer are not permitted.

The Panorama Café does not offer cake. You may bring your own cake.

May we bring our own food?

Yes, you may bring your own food. Please ensure that you also bring your own utensils, plates, and anything else you require in order to serve your food. Please note that there is no refrigerator or microwave available, and we do not allow the use of external appliances such as toaster ovens, crockpots, burners, or coffeemakers. For more information, please contact our Call Centre. We thank you for your consideration in disposing of all garbage in the appropriate bins.

Given that we are in a museum environment, please note that open-flame birthday candles and helium balloons are not permitted in the party room.

Can you suggest a schedule that will help us to make the most of the time allocated for the party?

We recommend that you start in the party room. Given that the party room is on level P1, you could lose precious time conducting children to the Canadian Children's Museum, then back to the party room at the outset.

Sample Schedule

9:15 a.m.	Arrival and registration; access to coat room.
9:30 a.m.	Enter the party room, set up, and welcome children.
9:45 a.m.	Bathroom break.
10 a.m.	Head to the Children's Museum.
10:15 to 11:15 a.m.	Free play in the Children's Museum.
11:15 a.m.	Return to the party room.
11:30 a.m.	Food, gifts, cake.
12:15 p.m.	Departure of young guests with their parents; tidy party room.
12:30 p.m.	Leave the party room with all of your personal items.

A birthday party booking includes a reservation for your group at the Canadian Children's Museum. When you arrive at the Children's Museum, your group will have priority access without needing to wait in line. Members of your group must all arrive at the Children's Museum at the same time.

When your party is over, you will still have regular access to the Children's Museum and the Museum of History as a whole until closing. You must, however, be out of the party room and remove all of your personal belongings, taking them either to the car or to the coat room allocated when you arrived.