

Buffaloe Road Aquatic Center

Birthday Party Program Policies

The standard birthday party room arrangement is as follows: Four (4) - 6 foot x 2 ½ foot tables set up for birthday party participants to sit down with space to eat and open presents. The tables can be set up for seating from 20 (comfortable) to 32 (tight). Chairs may be set up along the perimeter of the room to allow some seating area for adults (~10 adults). Some guest will have to stand in order to fully accommodate the maximum of 45 party guest.

The host family may bring or have delivered food, cake, ice cream and beverages. We do not have resources to heat or re-heat food. Ice is not available on site but we have some limited refrigerator/freezer space available to keep food and ice-cream cold. Guests may have to make additional arrangements for cold storage if our space is not adequate to meet your needs.

Party Decorations are not supplied. The host family may bring decorations (table cloths, streamers, banners, plates, napkins) and use non-marring tape to put them up. All decorations need to be removed at the end of the party time.

NOTE: The following items are **prohibited** – glass or ceramic (dishes, cups, containers), alcoholic beverages, helium balloons, weapons (concealed or otherwise) and pets (trained service animals are permitted in the building and on the pool deck).

For the safety of all patrons non-swimmers are encouraged to use Coast Guard approved life jackets or floatation devices. Non-swimmers choosing not to wear life jackets should be at least 48 inches tall or remain within arm's reach of a responsible adult.

For the comfort of the swimmers the pool deck and party room are 84 degrees. Guests who are not swimming should dress appropriately so that they will be comfortable in an 84 degree environment.

The facility rules and rules specific to the recreational amenities are provided at the time of registration. It is the responsibility of the host family to provide and/or communicate these rules to the participants that will be attending the party. Below are some important regulations that relate to use of Buffaloe Road Aquatic Center amenities that everyone needs to be aware of:

- Patrons must be at least 48 inches tall in order to use the large waterslide - no exceptions.
- Inflatable Flotation devices are prohibited.
- Patrons must be at least 48 inches tall to use the vortex or current channel alone - those under 48 inches tall may use the vortex and current channel so long as they are within arm's reach of a responsible adult (16+ years old) who is at least 48 inches tall.

All guest attending the party (children & adults; both swimming & not swimming) must sign in on the Birthday Party Sign In sheet upon entering the facility. Admittance is only guaranteed for the exact number & type of guest paid for during registration. Additional guest may be admitted to the facility upon the Manager On Duty's approval. If the facility is operating at capacity, the additional guest will be added to a waiting list with the general public in the order that they arrive.

The Birthday Party Sign In sheet will represent the actual guest attendance. This sheet is used to determine the amount of refund or additional guest fees due, based on the forecasted number of guests paid for during registration. It is the sole responsibility of the Registered Party Host to review the accuracy of the Birthday Party Sign In sheet prior to leaving the facility and discuss any discrepancies with the Manager On Duty at that time. The Birthday Party Sign In sheet cannot be adjusted after the party has concluded. Guest fees due for attendance overages will be deducted from the refundable \$50 cleaning deposit. If the Cleaning Deposit is forfeited due to inadequate cleanliness, a balance for any attendance overages will be added to the Party Hosts account. This balance must be paid immediately.

The host family is responsible for cleaning up the party area by the conclusion of the party reservation time. The host family will be provided with trash bags, a broom and dust pan. Cleaning responsibilities include but are not limited to removing and discarding decorations, discarding all wrapping paper, cleaning up messes such as spills, food, cake, icing that is on the floor or other surfaces. Failure to perform the necessary cleaning duties prior to the end of your scheduled time will result in forfeiture of the deposit (\$50) and possible suspension of rental privileges with the City of Raleigh.



Buffaloe Road Aquatic Center

Refund Policy & Local Food Options

What is the withdrawal/transfer/refund policy?

- 100% refund/credit/transfer if Department cancels program or facility rental.
- All withdrawal/refund requests received in writing at least 14 or more days in advance of the start date of a program/rental/team placement are entitled to either:
 - A. 100% credit or transfer of fees to another program at time of withdrawal
 - B. 85% refund/credit based on total cost of program/rental
- Refund/credit/transfer requests received less than 14 days prior to the start of a program/rental/team placement will not be granted.
- Refunds for medical reasons requested prior to the start of program/rental/team placement will be granted at 100% subject to verification.
- Outdoor facility usage cancelled due to inclement weather may be rescheduled pending space availability.
- A transfer must be requested at the time of withdrawal.
- A credit may be applied to another program within the current session or a future session. A credit may be used by any family member on the same registration account.
- Non-Attendance/non-participation in a program does not entitle a patron a refund.

Local Raleigh Eateries

** The top line of restaurants do deliver to the aquatic facility.*

Papa John's Pizza 5260 Capital Blvd 919-872-7575	Domino's Pizza 4237 Louisburg Rd 919-872-7222	China Wok Chinese 7440 Louisburg Rd 919-862-9898	Sergio's Pizza 7440 Louisburg Rd. 919-876-3116
Pizza Shack 5621 Louisburg Rd 919-872-5400	Dominic's NY Pizza 5911 Poyner Village 919-878-7782	Arby's 6308 Capital Blvd 919-876-8034	Burger King 6300 Capital Blvd 919-790-0757
Jersey Mike's Subs 4542 Capital Blvd 919-790-7827	Little Caesars Pizza 4610 Capital Blvd 919-877-8600	McDonald's 5016 Spring Forest Rd 919-954-8880	Mona Pita 5260 Capital Blvd 919-431-6500
Stromboli's 2900 Spring Forest Rd 919-876-4222	New China Express 3501 Capital Blvd 919-878-9288	Kentucky Fried Chicken 4040 Capital Blvd. 919-872-5356	Chick-Fil-A 4621 Capital Blvd, (919) 850-2175

Local Knightdale Eateries

5 Guys Pizza 1018 Shoppes at Midway Dr 919-266-6664	Rudino's Pizza 7 Grinders 4022 Village Park Dr. 919-295-9352	Slice of NY Pizza 1016 Shoppes at Midway Dr 919-261-9478	Subway 1018 Shoppes at Midway Dr 919-217-0008
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