

the Castle Laser Tag

Castle Laser Tag Party FAQ's

What is included in the Party package?

For events during regular business hours the party package includes a private party area, paper products, candles, utensils, soft drinks for the players, tools for serving the cake, and a party leader. Birthday events during regular business hours also include a gift for the guest of honor and invitations. For private events the party package includes a private facility, unlimited laser tag games, and a party leader. Options may vary depending on the package you select.

How many players are included in the Party?

Birthday events include up to 12 participants including the guest of honor. Group events include up to 12 participants including the host. Private group events include up to 18 participants including the host. Each additional participant incurs an added cost. The participant total includes playing adults, playing siblings and the guest(s) of honor."

When are Parties available?

Parties are available during regular business hours. Private parties or parties during non-business hours are available upon request.

How long is the Party?

Events during regular business hours are 1 ³/₄ hours long. Private events are one hour long with the option to increase time. Our parties start on time and end on time. We cannot extend time due to late arrivals.

What if I want to add more laser tag games or ropes course sessions?

Additional games/sessions can be added at an additional cost. These can be added during your confirmation phone call.

How old do you have to be to enjoy laser tag or the ropes course?

We recommend that all players be between the ages of 6 and 106 years old to play laser tag. There is no age restriction for the ropes course. However, ropes course participants must be minimum of 48" tall.

What does the party leader do?

All events include one leader who manages your party from start to finish. They set up, clean up, engage the group in gearing up for the attractions and serve refreshments. While one party leader is ample for your party, an additional leader can be requested at an additional cost.

Who supplies the cake?

The party host supplies the cake. We require that the cake be store bought from a certified kitchen. We supply the candles, plates, forks and serving utensils to cut the cake.

Can I add pizza to my Party?

Pizza can be added to all event packages. Pizza can be added during your confirmation phone call.

What if I want to bring my own food or order my own pizza?

Castle Laser Tag does not allow any food or beverage to be brought into the building besides cake.

What are Goodie Cups?

Goodie Cups are similar to goodie bags. They include age appropriate toys, candy, a glow stick, and a crazy straw in a Castle Laser Tag novelty cup that changes color when filled with your favorite beverage.

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www.castlelasertag.com

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Frequently Asked Questions

page 2

When do I need to confirm the number of participants attending my party?

Please call at least 7 days before your party to confirm:
*number participants attending *special needs of any guests
*other Upgrade requests (i.e. pizza and catering snacks, goodie cups, arcade game card money, additional laser tag games and ropes course sessions, Castle Laser Tag t-shirts, additional seating, etc.) Some Upgrades are exclusive to specific locations.

Can I have Balloons? Pinata? Decorations?

Our Building and Party areas are bright and busy. Paper products are birthday themed. Balloons are welcomed, however, lost balloons cannot be retrieved from the ceiling. We cannot accommodate piñatas, confetti or silly string.

What if my guests have Special Needs?

We welcome all guests with special needs. We recommend the parents of special needs children to stay during the party. Please let us know if any of your guests have special needs during your confirmation phone call.

When should we arrive for the party?

Where should we place our things?

Please arrive no more than 10 minutes before the start of your party. Our party leaders will have your party space ready for you by the time your party is scheduled to start. There will be a designated party area for your party guests' presents and coats. Please wait for the staff members to take the guests to your party area. Your party area includes seating for participating players. Seating for non-participating guests can be added at an additional cost. Additional seating requested on the day of the event cannot be guaranteed. With the exception of private events, your event will typically play with other parties and public participants.

How do I access my invitations?

After you book your party, you will have access through your online portal to retrieve your invitations.

What if my guests forget the waiver?

It is best to have your guests fill out the online waiver prior to your event; your guests cannot participate in laser tag or the ropes course until the waiver is complete. Waiver kiosks are available at the location.

What if there are 2 birthday guests of honor?

A Castle Party is just as much fun for two as it is for one guest of honor. All of the party details are the same; However, there is charge for an additional surprise gift. We ask that one parent be responsible for the payment at the end of the party.

How much is the deposit? Is it refundable?

A \$100 non-refundable deposit is required to finalize your reservation. Any date change must be requested at least 24 hours prior to your party date in order for your deposit to transfer to the new date or time. There will be a \$35 switch fee added to your bill in addition to all party costs. Prices effective 11/1/2016.

When do I pay the balance?

Payment of the balance is due at the conclusion of the party and is accepted in the form of cash or credit card (Visa or MasterCard only).

Can I Tip the Fantastic Party Staff?

Your Party Leader welcomes all tips.

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