



Marshall's World FAQ's

How do I schedule a Marshall's World party?

It's easy! Just give our Party Host a call and she would be happy to reserve your special day and time!

Is a deposit required?

A \$100 non-refundable deposit is required to reserve your party. The balance is due and payable on the day of your party.

Invitations?

Invitations can be pick up when you make your deposit.

Party Format?

NOTE: WE ARE OPEN TO THE PUBLIC DURING OUR BIRTHDAY PARTIES. The Play Areas are shared and you should expect that your party will overlap with another party in the play areas; however, your party room is private. Party time is strictly enforced. All parties are concluded in the party room. You and your guest are allowed to return to the play areas. You are not able to reduce the number of children within 2 days of your reservation

How many guests can I invite?

Please refer to the party package section of the website for the designated guest count. The birthday child and adults (17 and over) are not included in the guest count unless they want to play on the equipment. **We do not guarantee seating in the party room for parents.**

What if I arrive the day of the party with more guests?

Additional guests are welcome! There is a \$10 charge per additional guest over the number included in your party package. If you are inviting more than thirty guests, please let us know at least 2 days prior to the date of your party.

What time should my guests and I arrive at the party?

We ask that you and your guests arrive 15 minutes prior to your scheduled party to allow time for check in.

Do I need to stay at the party?

The party host is required to stay at the party. Other adults are also welcome to stay and enjoy the fun!

Is each guest, including adults, required to have a completed/signed waiver?

For insurance purposes, **all** guests **must** have a waiver completed and signed by a parent/guardian. For your convenience, family members aged 17 years or younger may be included on the same waiver. Additional waivers are available at Marshall's World or online.

Are socks required?

For guest safety and enjoyment, socks are required to play on the inflatables. If you forget your socks, you can purchase from us for \$1.00

Will Marshall's World provide supervision in the play areas?

No, parents must supervise their child(ren) and know where they are at all times.

Can I spend more than the designated play time in the areas?

Yes, you are allowed to return to the Bounce Zone, however, **we cannot extend your time in the party room.**

Can I book a Magic Show?

Yes, a magic is \$120.00 and non-refundable once your initial deposit is made. The magic show takes place on the stage and it is not a private show. However, only your guests are allowed on stage and will receive a balloon.

Will there be a Marshall's World staff member available to assist me in the party room?

Yes - a party host will be available to assist you in the party room or in the birthday section in the bounce area, upon your request.

Can I use my own decorations and/or paper products in the party room?

You're welcome to use your own decorations and/or paper products in the party room. To preserve the integrity of our party rooms, we do not permit wall or ceiling decorations, streamers, silly string, confetti, or piñatas, otherwise you will access a \$25 clean up fee.

Do you provide party room set up and clean up?

Absolutely! We will set up the party room prior to your arrival with our decoration and clean up afterwards. If you chose to bring your own decorations, then you will be responsible for set up.

Are there options that I can add to make my party even more special?

Yes, you can add on the Game Zone, Face Painting, Glitter Tattoo or Magic Show for an additional fee.

When should I order pizza and beverages?

When you arrive for your party, the party host will ask you if you would like to add on additional pizzas or beverages.

How many slices are in a pizza?

There are 12 to 14 slices in a large.

What is the price of additional large pizza?

One Topping Large \$14.00 Meat Lovers \$16.00

Can I bring food to my party?

You may bring cake, cupcakes, and ice cream.

Can I bring in my own drinks?

Outside drinks are not allowed. For your convenience, a variety of beverages are available for purchase.

*For your safety and enjoyment, food and/or beverages are not permitted in the Bounce Zone.

Can I bring my own goodie bags and/or balloons?

Yes, you are welcome to bring your own. You may also bring in your own balloons. **Please keep goodie bags sealed and given to each child as they are leaving the facility. Goodie bags are not allowed to be open inside of the facility.**

Are there any additional items I need to bring to the party?

If you will be bringing a cake, please bring a serving knife, candles, and a lighter (no matches please). For your convenience, we also have socks available for purchase. ****Electric cooking devices such as food warmers, crock pots, etc is not allowed****

Are the inflatables safe for babies?

No, infants are not allowed on the inflatables because it is not safe. We do have a toddler inflatable available for toddlers and 2 years old only. We do have an infant and toddler soft play area near Tiny Town.

What if I need to reschedule my party?

To avoid additional charges, we require at least 2 days advance notice if you need to cancel or reschedule your party (your party must be rescheduled within 1 month of the original party date). If you cancel your party within 1 day of your party date you will lose your deposit.

Can I bring in outside characters or vendors?

Yes, outside characters are allowed for a \$50.00 fee. However, other vendors such as face painting, balloon artist, etc are not allowed. We offer those service at Marshall's World.

Please call with any questions 662-893-1900