

# CELEBRATION PACKAGES FAQ



## **What are the benefits of the Group Celebration Party Package?**

- All Day Admission to both the theme park & water park!
- Delicious Meal Prepared & Served on site!
- Access to Reserved Party Area for a pre-determined time
- Complimentary Parking for the event coordinator!

## **How do I book/reserve a Group Celebration Party?**

You must book your Group Celebration Party online at least 5 days prior to your party/visit date. Payment is due in full at the time of booking. A Group Sales Representative will contact you to confirm your online booking.

## **What is the minimum and/or maximum number of people?**

The Group Celebration Party Package includes a minimum of 10 admission tickets. Maximum number allowed for celebration packages is 30 people.

## **Do I need to purchase admission for grandparents and other adult guests? Do I need to purchase admission for children ages 3 and younger?**

All party guests are required to purchase admission to Magic Springs, regardless of if they choose to enjoy the theme and water park rides & attractions or not. Children ages 3 years and younger receive free entry to our park, and do not need to be included in the admission count.

## **What if I need to purchase additional admission tickets and/or food items?**

Additional 1-Day admission may be purchased for \$32.99 + tax per person at the time of booking. Please note, additional admission tickets do not include additional food. Additional food items may also be purchased when booking your party. Options are available during the checkout process online.

## **What if my guests & myself are Season Pass holders?**

We offer a Special Celebration Party Package option for season pass holders. Please reach out to us at [info@magicsprings.com](mailto:info@magicsprings.com) for details. For further details check out the [Season Pass Discount Coupons online.](#)

## **What if I am a Season Pass holder, but my guests are not?**

The Season Passholder may also purchase additional 1-Day admission in advance for \$32.99 + tax per person. Please note, additional admission tickets do not include additional food. Additional food items may also be purchased when booking your party. Options are available during the checkout process online.

## **What if I need to cancel or reschedule my Group Celebration Party?**

No money will be refunded for cancelled parties. You must contact Group Sales at 501.318.5370 at least 48 hours prior to your original party date to reschedule your party. Reschedule subject to availability. Reservations may not be carried over to the following year.

### **Do regular parking fees apply when booking a Group Celebration Party Package?**

Yes, however the event coordinator will be issued (1) Complimentary Daily Parking voucher. Please inform your guests that regular parking fees apply. There is a Drop-Off/Pick-Up area for people not attending the party.

### **How do I receive my Group Admission tickets and Parking voucher?**

After your party is booked online, you'll be able to print and/or download your admission tickets & parking voucher.

### **Where do I go when I arrive at the park?**

Please check-in at the Emporium Gift Shop no earlier than 30 minutes but no later than 15 minutes prior to your party reservation time. Your celebration representative will then escort your party to your reserved celebration location.

### **Where is the reserved party area?**

The Party Pool is located next to Splash Island. Please see park map for directions.

### **How long do I have the reserved party area?**

When you book a Party Pool Package you will have exclusive use of your area for 2 hours. Time slots are determined when making reservations online. Late arrival will result in a shortened party area time period.

### **How do we receive the food?**

The food will be delivered to the party area 30 minutes after the designated party start time.

### **Can we bring our own cake, cupcakes, and/or ice cream?**

Guests who book their Celebration Party in advance are welcome to bring in a cake and/or cupcakes. Magic Springs is not responsible for storing and/or serving any cakes and/or cupcakes. No ice-cream and/or ice-cream cakes are allowed.

### **Do I need to bring plates & utensils?**

No. Plates, cups & utensils will be provided with the food at the party area. If you choose to bring in a cake you will also need to bring cutting and serving utensils.

### **Can I bring decorations and balloons?**

Yes, guests who book their Celebration Party in advance are welcome to bring in decorations. It is the sole responsibility of the guests to set-up and remove all decorations within their allotted time.

### **What do I do with my presents after the party in the reserved area is over?**

You will not be allowed to store any presents in the party area after the reserved time period. Any presents will need to be taken out of the party area, and we recommend storing any presents in your vehicle. Magic Springs is not responsible for items left unattended.