

**Updated 4/19/2022 - KH**

## **FAQs for Aquatic Parties**

### **What party packages do you have?**

We have several different types of parties to fit your needs:

- Private Pool Parties occur during closed swim times meaning you'll have the whole pool to yourself.
- Open Pool Parties occur during open swim times meaning you'll share the pool with other guests. We have different rooms available (with different prices) depending upon what size party you are looking to have. Throughout the day, it is normal for two open pool parties to be going on at the same time.
- Combo Pool Parties (occur only on Friday nights) and give you two hours of open swim time and one hour of private swim time.

For all 3 packages, you'll be given a private room to celebrate in during the entirety of the party rental.

Pricing, times, guest counts and other details can be found <https://www.nrhcentre.com/aquatic-parties-rentals>.

### **What times of the day and what days do you do parties?**

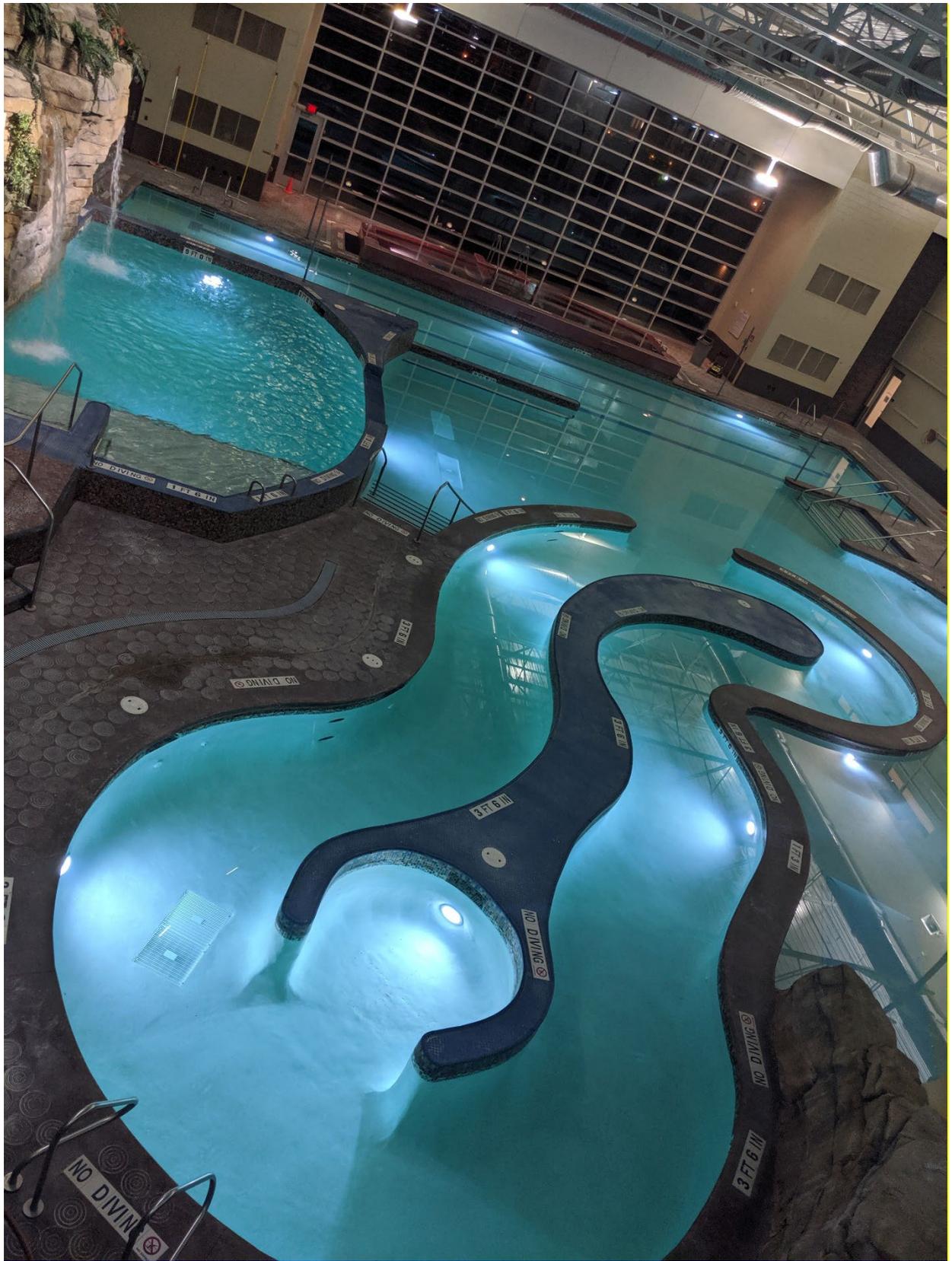
Our specific times for each party package are listed here: <https://www.nrhcentre.com/aquatic-parties-rentals>.

### **Can we see the party room and pool before we schedule the party?**

Of course! Feel free to stop by and ask Guest Services at our front desk for a tour. Also, here are pictures of the pool and party rooms:

Pool:





Private and Combo Party setup – party rooms A and B are combined to make one room.



**Party Room A**



**Party Room B**



**Which party room is bigger?**

Room A, off the lobby, is the bigger of the two. But Room B offers a direct view of the pool so it could also be a great option!

**What is needed to book a party?**

You will book the party directly through our website at <https://www.nrhcentre.com/aquatic-parties-rentals>. If you scroll to the bottom of the webpage you'll see the available months to book. Select the month of your choice, then select the party of your choice. It will then take you to where you can make the reservation (with payment) or where you can access the waitlist if the party is already booked.

If you are having trouble with your login please reach out to Guest Services at 817-427-6600.

Full payment is due at the time the party is booked.

**Can you hold a time slot for me?**

Due to high demand we are not able to hold spots, sorry!

**How soon do I need to book?**

We open up bookings for parties seasonally. Below is the schedule of when months will be posted online:

January-March months will be available by December 1<sup>st</sup>.

April-May months available by February 1<sup>st</sup>.

June-August available by May 1<sup>st</sup>.

September-December available by August 1<sup>st</sup>.

It is a first come first serve basis and we do find that popular weekends tend to book up one to two months out. Exact dates can be found on the website.

**How much is the deposit and is it refundable?**

There is no deposit since full payment is required at the time the booking is made. Below is the cancellation/refund policy:

1 month before event date: 100% refund

2 weeks before event: 80% refund

3 days to two weeks before event: 50% refund

0-3 days before event: 0% refund

### **Who does the guest count include?**

**For every guest you have that is age 6 and under, one adult is permitted to attend for FREE.** This adult must be in the water within an arm's reach from the child at all times. The additional free adult is not a part of the guest count (please note it is one free adult per child, not two free adults). Please pass along to parents that if a child is age 6 and under they must have an adult in the water with them at all times.

Not including the free adult for children 6 and under, the guest count (i.e. 16 guests) includes ALL guests that come to the facility for the party. This includes guests swimming as well as those who are not swimming (such as grandparents, parents of attendees who stay for the party, etc.). You can add additional guests at \$5/person on the day of the party. Please be aware that the party room capacity IS the guest count (this is fire code). So extra guests added will not be able to fit in the room at the same time as other guests. For private parties, overflow of guests is welcomed on deck where they are allowed to eat or drink. Food is NOT allowed on deck during Open and Combo parties.

Children ages 2 and under are welcomed to all parties and do NOT take up part of the guest count.

### **Can we bring more than the specified guest count?**

Sure! You can add additional guests at \$5/swimmer to the maximum total of 20 guests per Private and Combo Party (maximum of 60 guests for private and 48 for Combo Party). If you need to add more to a Private Party contact Krista Henry at [khenry@nrhtx.com](mailto:khenry@nrhtx.com) for pricing for large groups. Open Pool Parties can add additional guests with the understanding that these additional guests cannot fit in the party room with the rest of party due to capacity. This option is perfect if you have siblings or parents of party attendees that want to swim but aren't needing to go in the party room.

You, as the host, can decide whether you want the additional guests (guests that are not part of the original included guest count) to pay for entrance on their own or if you prefer to pay for them yourself. Just let us know your preference when we reach out to you with party reminders via email. If you have decided to have additional guests pay for themselves you will need to let Guest Services know they are with your party to receive the cheaper day pass price.

### **Can we just come and swim, pay separately, not purchase a party package and do cake and presents in the lobby or on deck?**

No, sorry! We do not allow food (cake included!) on our deck or in our lobby.

### **Do you all have custom parties?**

If one of our packages doesn't fit your needs, contact our Aquatics Coordinator ([khenry@nrhtx.com](mailto:khenry@nrhtx.com)) to discuss other options such as adding an hour or two of private swim time or utilizing times on weekdays.

**Can I bring in outside food and drinks?**

Yes! We welcome all outside food (brought from home, delivery or pick up!), just no alcohol and/or glass. We also ask that you keep all food and drinks inside the party rooms for Open and Combo parties.

**Any specified restaurants that you require us to use?**

Nope! You can choose the restaurant that your kiddos like the best to feed your crew. All delivery places around here know how to get to the party rooms if you just give them the address (NRH Centre, 6000 Hawk Ave. NRH, 76180) and state "it is an Aquatic Party, Room \_\_\_\_"

**When can I set up the room?**

You have up to 15 minutes **before** your party begins to set the room up. We will have an attendant on hand to help you if you so desire.

**Can I have more than 15 minutes for set up or clean up?**

Unfortunately, we can only allow 15 minutes **before or after** the scheduled end time due to our back-to-back schedule. There is a \$50 charge for parties who go over the allotted clean up time.

**How many tables and chairs do I get? Size?**

For all parties you have counter space that can be used for your food, cake, presents and décor.

For Open Pool Party A you get two tables (2 ½ x 6 foot long) and 16 chairs.

For Open Pool Party B you get two tables (2 ½ x 6 foot long) and 14 chairs.

For Combo and Private Parties you get four tables (2 ½ x 6 foot long) and 28 chairs.

**Can we hang things? What kind of decorations are allowed?**

You can hang things from the walls and cabinets; we ask that you use painters tape to adhere items to the wall. Balloons, table cloths, signs, streamers are all welcomed. We just ask no confetti or piñatas please. Our recommendation is to keep it light, most children prefer to be in the pool than in the room.

**How much time is there for clean up?**

Our attendants will be helping with clean up throughout the party (clearing dirty plates, cleaning up spills, etc.) so that your full attention can be on your guests. We ask that by the end of your 2-hour

party time the room is packed up and ready to be cleared. Our staff will enter the room at the end of the 2-hour party time and begin cleaning. We ask kindly that you adhere to this tight time frame so the next party can have their full allotted time in the room.

### **How best is it to organize the events of the party?**

We recommend that your guests swim first and then dry off while eating and opening presents during the last 30-45 minutes of the party time (swimming on a full stomach is not the best for little ones). However, this is simply a recommendation, organize the time as best as you see fit for your party.

### **What do I need to bring on the day of the party?**

The following is what we recommended to bring since it will not be provided by our facility: food, drinks (you'll have a full-sized refrigerator and freezer so no coolers are needed), utensils to eat and serve with, birthday candles, lighters, decorations (we recommend keeping it simple since the guests spend most of the allotted time in the pool!), and swim towels.

### **What is the role of the party attendant? Who will be running my child's party?**

The attendant works both your party and the slide. They will assist you in setting up, keeping your kiddos safe on the slide, and helping you clear the room at the end, as well as anything you might need throughout the party (i.e. answering questions, putting on lifejackets, going over rules, etc.). For space sake, they will not stay in the room with you but can be accessible to you by asking a staff member on deck for them.

You will be in charge of running and facilitating your party.

Our pool is fully staffed with lifeguards to help keep your guests safe!

### **Do you provide toys or allow toys?**

For the safety of our guests and guards, we do not provide toys. We do allow some toys (small water guns, diving rings, noodles) but do not allow balls, floatation devices (such as rafts, tubes, ring floats), and non-Coast Guard approved lifejackets.

### **Do you provide life jackets?**

Yes! The sizes available are infant up to 90 lbs. You are welcome to bring in your own life jackets as long as they are Coast Guard approved. Also, no water wings permitted due to safety reasons.

### **What is the height requirement to ride the slide?**

For our two story slide, the requirement is 42 inches. We do have kiddie slide for kids that are under 100 lbs..

**Any rules I should be aware of?**

Yes! To keep everyone safe we have several rules in place that can be found here: <https://www.nrhcentre.com/aquatic-facility-rules>. Please also let your guests know that if a child is age 6 and under they must have a guardian (adult) in swim attire with them in the pool. They are to stay within an arms-length away from their child at all times. This adult is free to attend and not counted in your overall guest count.

**Are the locker rooms and lockers accessible?**

Yes! Your guests can change in our locker rooms or if they have children of the opposite sex older than 6 they can utilize our Family Changing Rooms. All clothing and diapers must be changed in our restrooms to follow our City's health and sanitary guidelines. Lockers are available for use but guests must bring their own locks to secure them.

**Any other tips that will help make my party great?**

Yes! Be mindful that our party rooms are kept warmer to help keep it a comfortable temperature for kiddos coming out of a pool. So dressing in layers or in light clothing will help keep guests who aren't getting in the pool comfortable as well!

**What if I have a question that wasn't answered above?**

Email the Aquatics Coordinator, Krista Henry, at [khenry@nrhtx.com](mailto:khenry@nrhtx.com) with your questions.