



Birthday Party Frequently Asked Questions

When are birthday parties available?

Birthday party bookings are subject to availability on Saturday and Sundays only during branch operating hours. There are four options for parties. Gym Kids, Gym Sports, Swimming Party and a Craft party with 4 options for a craft. Craft options include Mason Jar Pencil Holders, Blank Canvas Painting, Canvas Tote Decorating, and Picture Frame Decorating.

What is included in the cost?

All parties include:

Party Room: The Party Room is available for set up **30 minutes prior to the start of your party** and the host will be able to help with any set up needs before the party is scheduled to start. The YMCA can provide up to four tables and enough chairs for all children attending, gym equipment and a staff host to assist. Parents/guardians must bring in their own decorations, plates, utensils, etc. All parties will be \$250 plus tax. Please no glitter, tape (sticky tack only), or pinatas with confetti inside (pinata with candy only is accepted).

A Birthday party host will be available to assist for the afternoon. For gym kids and gym sports, the host will be supervising the activity. Parents must stay and actively supervise during Gym Kids parties.

How many children can attend? What about adults?

The parties are designed for up to 12 children. Additional spaces are available for Swimming, Gym and Craft subject to staff availability up to 25 children. An additional fee will be required for more than 30 adults.

What is the age range?

The recommended age range is 3 to 12 years old, but please consider age appropriateness, swimming requirements and physical limitations. Children must be 36" to use the bouncer. Swim, craft and sports parties are designed for those 7 and older and the Jump and Play party is designed for children ages 3-6 years.

How do we register? When does registration close?

You can register at any YMCA of Oakville Branch or by calling your local branch. If booking over the phone, we do require a Mastercard or Visa. Payment is required in full at the time of booking and we are unable to save spots without full payment. Registration closes 7 days before the party date.

What is the cancellation policy?

All refund requests must be made in writing to customerservice@oakville.ymca.ca. Full refunds are available 14 days before the party. Cancellations within 14 days will be refunded less 35% for administrative fee. No refund within 7 days.

What is a Child Protection Policy? Do we have to sign in?

Parents/adults who are staying in the building are required to show their photo ID to our Membership Desk staff and let us know they are here for the birthday party.



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Does the YMCA supply food?

No, but you are welcome to bring in your own cake and food or have food delivered. The YMCA does provide a fridge for storage.

Do I have to go in the pool with my children?

Swim Admission Policy: The YMCA of Oakville is committed to providing a safe and enjoyable aquatic experience. The following age restriction admission criteria for under 10 years of age are based on the Ontario Health Regulations and the YMCA Canada Child Protection Policy. Please read over the following swim admission criteria to ensure there is an adequate number of adults/guardians IN the pool during swim:

Under 6 years	Must be directly supervised by an adult/guardian (minimum 16 years of age) in the water within arms reach. Maximum 2 children : 1 adult ratio All children not fully toilet trained must wear specialty swim diapers or rubber pants.
Under 10 Years <i>Unable to Pass Swim Test</i>	If not able to successfully complete the facility swim test, children must be accompanied by an adult/guardian (min 16 years) in the water in the same area of the pool. Maximum 4 children : 1 adult ratio
Under 10 Years <i>Passes Leisure Pool Swim Test</i>	Must be supervised by adult/guardian (min. 16 years of age) in the pool area [visual contact]. Can swim in Leisure Pool only. Leisure Pool Swim Test – 2 widths uninterrupted, no touching. Maximum 8 children : 1 adult ratio
Under 10 Years <i>Passes Lane Pool Swim Test</i>	Must be supervised by adult/guardian (min. 16 years of age) in the pool area [visual contact]. Can swim in Both Pools. Lane Pool Swim Test – Jump in deep water, tread water 1 minute, swim 25m continuous. Maximum 8 children : 1 adult ratio

Can I come in early to set up and decorate?

Yes, you can come up to 30 minutes prior to set up the room the way you would like. You will have four tables and chairs to seat up to 20 children. Our only request is no tape on the walls!

Can I bring in outside entertainment?

Yes. Please let the Membership Desk know who to expect and when.

Will I get a confirmation call before my party?

Yes. The Team Leader of Youth Wellness will contact you the week of the party to go over details.

Is there a waiting list if the party I want is taken?

Unfortunately no, but we encourage you to call the branch to check for cancellations.

Do parents need to stay at the party?

Yes. The Birthday party host is there to assist- not to directly supervise. They will help run games, activities and run the bouncer. Parents need to be present and visible.



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Who cleans up?

Parents are responsible for leaving with all the items they brought in. Staff will be there to assist with clean up. The YMCA has brooms, mops, garbage bags and other cleaning supplies.

The date I want is not available yet?

The YMCA inputs birthday party dates on a seasonal basis (2-4 months at a time). If the date you are looking for is not yet open for registration, please continue to contact the branch on a regular basis to check in. Unfortunately, we are not able to take names ahead of time. We sincerely apologize for this inconvenience.

Can I pick the multipurpose space I want?

No, the room schedules have been chosen due to availability.

I have another question, who can I contact?

You are more than welcome to contact birthdayparty@oakville.ymca.ca