



# SUPER, AWESOME & AMAZING

## Frequently Asked Questions

We know you're super excited about your awesome and amazing event here at The St. James, and we are too! These FAQs will help you ensure you have the best possible experience.

---

### How many people will fit in the room before I need to add another room?

Each room can hold about 40 comfortably (20 seated, remaining standing). We limit up to 20 kids per room. You will need an additional room if your total guest count (adults and kids) exceeds 40 guests for adequate space and comfort. Each additional room includes admission for another 15 kids. Additional rooms are subject to availability – we suggest booking early if you think your guest count will exceed 20.

### Who should be included in my guest count?

All children participating in the activities, including the birthday child, who will need socks and a waiver signed, must be included in your guest count. We require the first names of all children and a number of adults. We do not charge for adults to spectate, but we do need a count for capacity purposes. We do not guarantee seating for adults. If adults would like to participate, they can either pay at the front desk or be added to your bill.

### What about the little ones?

All kids 2 and older should be included in your count and will need a signed waiver on file. As a good rule of thumb, anyone not walking should not be included. Their parents are more than welcome to join with the purchase of a pass. In the Active Entertainment Center, climbers must weigh a minimum of 35lbs. The only restriction in the water park is that riders must be 42" tall to ride our two largest slides. Anyone who is potty-training MUST wear water diapers in the water park.

### When are my menu and final payments due?

Food selections, dietary restrictions guest list, and final payments are due 7 days prior to the party. Please submit all your information in a timely manner. Guaranteed guest counts and menu selections are nonrefundable.

### Do you offer cake?

We know many people prefer specialty and custom cakes. For this reason, you are permitted to bring in your own cake/cupcakes. We have a selection of cupcakes available to order by the dozen.



# SUPER, AWESOME & AMAZING

## **Can I bring my own food?**

All food (except cake) and drinks are to be provided by The St. James. We do this for the food safety and protection of all our guests, especially those that are vulnerable. We use and apply Virginia Health Department food safety regulations. Any cake that you bring must be bought from a store or professional baker that holds a food permit.

## **How many people do your platters feed?**

Our platters (hot dog bar, chicken breast fritter, chips/salsa, fruit platter, roasted vegetable platter, tater tots) are designed to feed 10-15. Our artisan pizzas are regular sized round pizzas with 8 slices.

## **Can you accommodate special dietary needs?**

Our restaurant can accommodate most dietary needs – we just ask that you be as specific as possible. In the event you do not see what you're looking for on our menus, please work with your event coordinator on a custom curated menu to ensure all your guests are provided with delicious and properly prepared items. We do not use any eggs or nuts in the dishes served for parties.

## **What is provided for parties?**

Super, Awesome & Amazing has white cups, napkins, plates, and cutlery. You are welcome to bring in any custom themes or other colors if needed, as well as request a specific color from our selections. We also have lighters and cake cutting tools available.

## **What about decorations or goodie bags provided?**

We now offer balloons and decorations packages. We have preset themes, or we can customize a package based on your theme. When decorating, we ask that you refrain from taping any banners or signage to any of the painted walls or ceilings. Your party host is available to assist you, but please keep in mind that we only guarantee up to 15 minutes for your setup process. We have goodie bags as an add-on for \$5 each. Each bag contains candy, small toys and a 1-hr pass for a future visit. Goodie bags are permitted and should be distributed at the end of your party.

## **Can I order more food/drinks the day of?**

You are welcome to order additional food with your party host. Just be mindful that day-of add-ons may be limited and delayed to account for the prep and cook time.

## **Is there a waiver that needs to be completed?**

Yes, the waiver can be found on our website at [www.SuperAwesomeAndAmazing.com](http://www.SuperAwesomeAndAmazing.com). You can also find your customized waiver link in our confirmation email.



# SUPER, AWESOME & AMAZING

## **What is the inclement weather policy?**

The St. James plans to remain open at regular operating hours, however, we'd never want to put your party goers at risk. The deposit and balances are nonrefundable, but they are transferable. We are happy to move your party to an alternative date/time at no charge, pending availability. If food has already been prepped prior to your request to change the date, you may incur the costs of food. If you think you might want to reschedule, please alert the events coordinator as soon as possible.

## **What is the admin fee?**

The administrative fee is a fee added to the pre-tax bill that directly supplements the wages of non-tipped employees.

By law, kitchen staff may not be included in the tip pool. The labor laws only allow tips to be shared with staff involved in the "chain of service."

## **Arrival time:**

As a reminder, we can only guarantee access to your room up to 15 minutes prior to your party start time for set up. If you arrive any earlier and the room is ready, you are welcome to begin setting up. If your room is not ready, we ask that you wait until the cleaning crew is done and out of your room before you begin setting up.

## **Parking:**

Upon arrival, you are welcome to park anywhere in our lot. Be mindful that weekends can be busy, so the lot may be full in the front. Our parking lot goes all around the facility. There are spaces on the sides as well as on Industrial Road.

## **Checking-in:**

Once you/your guests enter through the main lobby, let the concierge desk know the name of your party/group, and they will direct you to Super Awesome and Amazing. Once at SAA Reception Desk (Entry Level), you/your guests will check-in by giving the name of your party/group again and will be directed to the appropriate party room.

## **How will the party flow?**

Please always check in with your party coordinator to confirm your event itinerary. Your party host is available to help you with all your day-of needs -- reconfirming your food and beverage order, reconfirming your guest list, assisting with checking in guests, filling out waivers and providing



# SUPER, AWESOME & AMAZING

wristbands/socks. Kids will be released to play on the Event Level. Once mealtime approaches, the host will call your party back to the room. When the kids are settled, your hosts will help serve the food and cut your cake. Add-ons such as additional attendees or food can be done on the day-of with your host.

### **What about no-shows?**

The base party includes up to 15 kids. There are no refunds, but you can receive a one-time visit voucher for no shows for any extra purchases over 15.

### **Active Entertainment Center Info:**

After check-in, your host will have wristbands and non-slip socks for all participants in the party room. Non-slip socks are required for all participants.

### **Water Park Info:**

Your group must come to SAA first, they will be escorted down to the water park after check-in. We do not have towels available but also suggest bringing your own and a change of clothes. Guest must wear bathing suits, street clothes are not permitted in the water park. No outside shoes are to be worn on the pool deck. We suggest bringing sandals or flip flops to change into. Children under the age of 4 must wear a water diaper (we sell them for \$1 at the concierge desk). Our staff is not permitted to assist children with changing.

### **When the party is over...**

We are so happy knowing you have enjoyed your time so much, but we must prep for the next Super, Awesome & Amazing party! Once the party is over, our team will handle the clean-up. You/your guests are welcome to purchase additional AEC play time by going to the desk and purchasing general admission passes. Please note, this will not extend time in your party room.

**We DO NOT guarantee any rooms. Rooms are assigned and may be changed based on availability.**

**The water park is located on the Event Level.**