



Frequently Asked Questions
BIRTHDAY PARTIES at Downey's Farm

Check our website for more information
www.downeysfarm.com
Details & Prices found on website

How do I book a Birthday Party?

Call Darlene at 905 838 2990 or come to farm during hours of operation. A \$100 non-refundable deposit is required at the time of booking with VISA or MasterCard.

Can I get a tour of the facilities?

If you would like to see the room and/or see the Play Area in person, please come in during hours of operation. As weekends are busy, weekdays are preferred. Pictures of the farm and party rooms can be seen on our Facebook page (DowneysFarm) and on our website.

Can you hold a spot?

A birthday party reservation is only complete with a deposit.

What happens if I need to cancel my party?

Cancellations result in loss of deposit.

What times are the birthday parties?

Morning, Mid-day, Afternoon. At time of booking, times will be given based on availability.

How many guests can your facility accommodate?

Our largest room holds 75 people. Reserve early as this room books quickly.

I have more than 100 guests for my child's birthday party. Can Downey's Farm accommodate?

Yes we can accommodate larger numbers in a separate area. Please call the farm at 905 838 2990 and speak with Darlene about options.

How many adults are included in the party package?

The birthday child's parents (2 adults) only. All additional adults pay discounted rate.

I have adults who are only coming to party room. Do I need to pay for their Play Area admission?

There is no charge for adults if they are remaining in the Party Room. The adult admission fee incurs if the adult receives a wristband/goes on Wagon Ride, Play Area.

How will my party host keep track of the number of guests?

The number of wristbands issued for your party are based on the number of guests you have indicated that are attending. If more are required, we keep track so there is an accurate number and you are charged accordingly. The number of children are also known based on the number of kids meals issued.

Do I need to provide my food order and guest count at the time of booking?

Guest count and Food Order is done the Tuesday prior to your party. At the time of booking, we do ask for an approximate guest count.

Can I bring in a clown or a character?

Yes. If you decide to bring an outside performer to the birthday party, it must be within the 2 hour timeslot of your party.

Can I book an extra hour for my birthday party?

We do not suggest booking extra time for the party room as all of the fun happens in our Play Area! Party rooms are reserved for 2 hours only. We generally find guests do not need the full 2 hours in the party room as guests are excited to Play in the Farmyard Play Area.

Can I bring in my own food?

No outside food or drink is permitted. We make the exception for cake. You must bring your own plates and cutlery for your cake.

Is there storage for my cake?

Upon arrival, bring your cake to the bakery staff in the market. We will place it in our cooler or freezer (for ice cream cakes). Your birthday party hostess will bring it to the room when it is time for cake.

It states cupcakes are included in the package for the children but I am bringing a cake. Can I substitute?

Options include: providing cupcakes (Vanilla or Chocolate) in addition to your cake, OR substituting with our delicious Pumpkin Donuts. *NO other substitutions permitted.

Are you a nut-free facility?

We do our best regarding cross-contamination however we are not a nut-free facility.

Are plates and cutlery provided? What about table cloths?

Yes; all plates, napkins, cutlery and table cloths are white. You may bring your own if you have a specific birthday theme. If bringing in own table cloths, we suggest 4 for main level room, and 8 for larger room.

There is an allergy in our birthday party. Can I bring in food for this child?

Yes. Please inform us at time of booking that you will be bringing in *an individual portion* for one of your party guests.

Can I bring in decorations?

The party room is decorated with murals along the walls, balloons and colourful pom poms from the ceiling. If you have a specific theme for your child's birthday party, you may bring in decorations. Confetti, straw/straw bales and silly string not permitted.

Can I come in early to set up?

The party room is available 10 minutes before your scheduled time.

What is the weather like in July?

Typically hot however we cannot predict the weather. Please dress appropriately for the farm. There is no air conditioning at the farm.

What is the weather like in October?

It varies year to year. Unfortunately we cannot predict what the weather will be on the day of your child's birthday party. Please dress appropriately for the weather. The rooms are not heated. There are space heaters but you still need to dress properly.

What happens if it rains?

We encourage you to include, "Please dress appropriately for the farm and weather." on your invitations. In the event of inclement weather, during the two hours of your party, your birthday party hostess will play games, craft provided/animal activity. The Play Area remains open (Jumping Pillows / Inflatable [Pumpkinfest] close with wet weather).

Do you provide invitations?

There are printable invitations on the Birthday Party webpage.

My Birthday Party is at 2:30pm. Can I invite my guests to come earlier to play?

Of course! In fact we strongly encourage you to invite your guests to come early as on the day of your party, you [and your guests] have access to the Play Area from 10am-5pm. Include on your invitations to meet at the Red Tractor for 2:30pm as this is where your Party Hostess will meet for the official start of your party.

On my invitations, where do I tell my guests to meet?

At the Red Tractor.

I have booked my party, now what?

- ✓ Invite Your Guests
- ✓ Read the FAQ Page and website
- ✓ Look at the Adult Menu
- ✓ **Be prepared** with the following information on the Tuesday prior to your party:
 - Number of children attending
 - Number of adults attending

- Your Food Order
- Cupcakes (Vanilla, Chocolate or Both) OR sub for Donuts

Do I call the farm or will someone from the farm call me on the Tuesday?

Whichever comes first! If you are having difficulty reaching the contact person, we are playing a game of phone tag, or that email is simply better for you, please feel free to email the information (with the information noted above) to : info@downeysfarm.com

I have given all my information but I had 3 more guests RSVP. Do I need to call the farm?

No. Only call if there are upwards of 10 additional guest who RSVP'd last minute.

I just had a last minute cancellation! Will I be charged for the number I provided on Tuesday?

You are only charged for the number of guests who attend.

I ordered food but I'm unsure if I've ordered enough. Can I order more on the day?

Yes however please note that it takes us time to prepare and extra ingredients may not be available if not in your initial order. ****ONCE YOU HAVE ORDERED FOOD, YOU MAY NOT CANCEL.**

When do I pay for my party?

Final Payment is due before you leave the farm on the day of your party.