



AT THE CLOCK TOWER RESORT

FREQUENTLY ASKED QUESTIONS WHEN BOOKING A PARTY AT COCO KEY WATER RESORT

1. Does the midweek per person rate include Fridays?
 - *No, midweek is Monday – Thursday.*
2. Does the price include tax and gratuity?
 - *Yes, the price is inclusive of tax and gratuity.*
3. How late can the birthday parties run?
 - *Until the park closes-check website for hours of operation.*
4. If parents want to hang out at the waterpark, but are not swimming, are there special rates for them?
 - *Two chaperones are included for free in the price of a birthday party package.*
 - *If additional adults want to stay but not swim, for \$10.00 they can participate in the party room which includes the adults food along with access to the water resort to watch the children.*
5. Does the price include birthday invitations, tablecloth, decorations, utensils, etc. for the party room?
 - *The pricing includes everything in the package as well as tablecloth, utensils, plates, cups and napkins. You may purchase invitations for \$5.00 per dozen.*
6. Will there be lifeguards watching the birthday guests?
 - *Lifeguards are there for safety, they are not there as babysitters or chaperones*
7. Is the party limited to certain areas of the waterpark?
 - *No, you will have access to all areas of the park. Certain features in our water park do have height restrictions of 48" tall for safety reasons.*
8. Will there be someone in the party room helping with the festivities?
 - *A party host will be there to greet your party and host your event during the hour in the party room.*
9. What is your "goody bag"?
 - *Our goody bags are geared towards kids between the ages of 3-10. If your birthday child is older we can give extra arcade credits vs. having a goody bag.*
10. Who makes your cakes, and what are our cake decoration options?
 - *Our cakes are made by a local bakery. You may bring cake top decorations if you would like to add to the cake. We will inscribe the cake with any wording you may like.*
11. Do the guests get to choose pizza or hot dog, or is that something I have to choose before the party?
 - *We ask that you choose one for your entire party at the time of booking, either Pizza or Hot dogs.*
12. Am I allowed to bring in outside food?
 - *No outside food or drinks are allowed in the Water Resort or Party Rooms.*
13. What type of decorations can I bring?
 - *Please note balloons are not allowed in the Water Resort area but we do allow them in the Party Rooms along with table top decorations.*
14. What do you need in terms of deposit and final payment?
 - *Once you decide on the date, time and party package you would like to purchase I will write up a contract for you and a \$100.00 non refundable deposit will be due with the signed contract. 5 business days prior to your event, I will call you for the final guarantee number of attendees and final payment will be due.*