

Hi **John Smith,**

Document Dated & Sent On: **3/1/2017**

We look forward to hosting **Billy's** Birthday Party!

This is your **SERVICE AGREEMENT** so please **READ** the information below. Please **INITIAL & SIGN** in the areas indicated.

Both YOU & YOUR SPOUSE must Sign & Initial this Agreement.

If there is No Spouse, simply indicate "No Spouse or N/A".

Please fax back pages 1 - 7 to: (888) 750 - 2892 or you could scan and **email them back to:** as well. Your access to the facility will NOT be granted until We Play Loud receives this document.

You must send back this agreement within 72 hours of purchasing your birthday party package.

Your reservation has been held and set for **March 12, 2017, Sunday, from 4pm – 6pm.** For up to **40 Guests in the KAI Room.** Remember, you, your spouse and your child(ren) do not count towards the 40 person guest count. Grandparents count as a guests, each adult counts as an individual guest and ONLY infants that are in a carrier the entire time are not considered a guest towards your guest count. If an infant is placed in the play area, they will be immediately counted towards your guest count. Play it safe - consider all people guests towards your guest count; especially if you are close to the limit of your guest count.

INITIAL HERE Parent 1 () INITIAL HERE Parent 2 ()

Arrival Time/Set Up Time. You, your spouse, grandparents and siblings are ONLY allowed to arrive no earlier than 30 minutes before your birthday party start time. You will see a "Reserved" parking sign with your child's name on it. Please park there. Your party host will see you parking in your spot and meet you out there to help you bring in all your items. They will introduce themselves and help you decorate. This way your party is ready to go during your party start time. No other guests will be allowed earlier entry during the 30 setup time. For example, if you have a 10am - 12pm party. You, your spouse, grandparent and siblings can arrive at 9:30am. Your children can be playing on the equipment and having fun while we set up your birthday room; but no guests will be allowed to enter the facility until your party start time of 10am. Even if you arrive earlier than your 30 minutes, please patiently wait in your car and we will be out there exactly 30 minutes prior to your party time to get in all your stuff. Please do not start to take items out of your car, your party host and our crew will handle all of this and have special carts to handle it all. Again, we will be out there to get your items in exactly 30 minutes before your party starts.

INITIAL HERE Parent 1 () INITIAL HERE Parent 2 ()

Rules, Policies & Procedures of our Facility:

#1. If your guests arrive without socks to wear we have socks and they are \$1.50 per pair. For elderly guests who are not able to take off their shoes we have booties they must wear at all times and they are \$1.50 per pair. A total will be tallied and added to your remaining balance at the end of your party. You cannot request guests pay for their own socks, it causes a huge buildup of traffic in our reception the day of your party; we will provide them socks and it will be added to your remaining bill. If you want to provide socks for your party, you can, HOWEVER they must be NEW SOCKS. If you want to provide your own socks, please purchase Adult Male/Female, Medium Size Kid & Toddler sizes. We will not collect the socks back you give your guests. Your guests keep the socks you or We Play Loud provides. If you don't provide enough of your own socks, we will provide ours and you will be charged the \$1.50 per pair. **INITIAL HERE Parent 1 () INITIAL HERE Parent 2 ()**

#2. If you invite more than 40 guests or if your guests bring extra people to your party you will be charged \$10 per additional guest over the 40 person allotted guest count. The total guest count will be tallied as they arrive and added to your remaining balance at the end of your party if needed. **INITIAL HERE Parent 1 () INITIAL HERE Parent 2 ()**

IMPORTANT: the MAXIMUM capacity of guests you can have booked for 1 birthday party room is 55 total guests. If you have 56 or more guest you will be REQUIRED to book the other birthday party room (another \$425.00 (weekday parties Mon - Thurs) & \$450 (weekend parties Fri - Sun) for 2 hours). This is due to the occupancy capacity. If you have 56 guests or more and do not book the additional room for the day of your party and the additional birthday room is not available because someone else booked that room - your party **WILL BE CANCELLED**. Occupancy rules are strictly followed! If you have 56 or more guests, you will be required to book both rooms at the same time. There are no discounts for booking 2 rooms at once. Also if more than 55 guests arrive and you only booked one room they CAN NOT purchase general entry tickets as a work around! This is because those patrons will still go into the birthday party room and this will go over capacity. If you try to do this with your guests and go around, We Play Loud's rules your party will be **immediately cancelled** and you and all your guests will be asked to leave immediately. Do not create an awkward and embarrassing situation - please follow these rules.

If you go over 55 guest and the other adjacent party room is available, it will be immediately opened for your use and billed at the normal price \$425.00/weekday or \$450/weekend and added to your remaining balance of your party. This is NOT negotiable. **INITIAL HERE Parent 1 () INITIAL HERE Parent 2 ()**

#3. Legal Guardians. For every child you invite as a guest to your party you MUST invite at least 1 of their legal guardians to watch them. You cannot invite for example 20 children and the parents just pick them up at the end of your party. We Play Loud is not a day care and all children need to be attended by at least 1 of their legal guardians. For example, Suzie & Bill Smith are brother & sister and are friends of the birthday child. You want to invite them both to the party as your guests. Then you must invite either their mom or dad (1 legal guardian) to attend the party with them. So if you invite the 2 children & 1 legal guardian that equals = 3 guests towards your guest count. If there are 3 kids in the family you want to invite again they need at least 1 legal guardian to watch & attend. **INITIAL HERE Parent 1 () INITIAL HERE Parent 2 ()**

#4. No alcohol is permitted in the facility. No wine, no champagne, no beer, no liquor, etc. If we find that any of your guests or family members are going outside to consume alcoholic beverages and then coming back in our facility they will be immediately asked to leave or the party will be shut down. There is absolutely NO ALCHOL permitted in or outside our facility in the parking lot. Smoking & vapor cigarettes are NOT permitted. If you or any of your guest's smoke - they must do so 150 feet away from the main entry of our building. **INITIAL HERE Parent 1 () INITIAL HERE Parent 2 ()**

#5. No Pets/Animals are allowed in the facility; unless they are marked service animals. **INITIAL HERE Parent 1 () INITIAL HERE Parent 2 ()**

#6. COMMON COURTESY & RESPECT. Our goal is to make your birthday party experience a pleasant and memorable one. We want everyone happy and we make sure your party runs smoothly and on-time. We understand sometimes things may get stressed and as birthday party mom/dad you have a lot on your plate. We are completely here to help. But please keep in mind – the rules our facility are enforced and that is why we provide them in writing for your review prior to your party – so there are no surprises. Additionally, everyone is to treat each other with the utmost respect. Our employees will treat you with the utmost respect and you should do the same. Any guest or family member that is not going to be respectful and kind to our staff will be immediately asked to leave or your party will be cancelled. We treat our guests like family and our employees that serve you and all your guests should be treated with kindness and respect as well.

If your guests do not respect the rules of our facility they will be asked to leave. They will only be warned once. We take the safety of the children that visit our facility very seriously and special care of the equipment for the children to enjoy. Guests that damage rides or equipment by not abiding by rules - you will be responsible for paying the damaged property at the end of your party. **INITIAL HERE Parent 1 () INITIAL HERE Parent 2 ()**

#7. The deposit you made to hold your room, as indicated before you purchased, is NON-REFUNDABLE & NON-TRANSFERABLE. If you request to cancel **NO REFUNDS** will be granted. We will move your party to another date for you: as long as the room and time is still open and not taken by another customer; **HOWEVER, a NEW DEPOSIT** will have to be placed. There will be no exceptions to this rule (Ex: child sick, child birth, pregnancy, death in family, weather, etc.) Please understand when you book your party date and time it prevents another patron from booking that room and time. If you change the date and time; it means our business loses that revenue for that time slot and from another patron having their birthday party at We Play Loud. Refunds will **NOT** be granted under any circumstances whatsoever.

INITIAL HERE Parent 1 () INITIAL HERE Parent 2 ()

#8. Any child that is visibly sick will NOT be permitted in the facility. If your child was sick or contracted anything harmful to their health within 30 days of your party date, you are REQUIRED to email us no less than 24 hours prior to your party date a doctor/medical note/document stating clearly that your child is clear of any & all illness. You are responsible for informing our facility if your child/children have contracted an illness (ex: Hand, foot & mouth, flu, etc). Certain illnesses have an incubation period during the illness and after, please understand if your child has had any illness within 30 days of your party date – you are REQUIRED to inform us via email at: weplayloudcorp@gmail.com If your child has been cleared by your physician and a document has been provided to prove this you can continue with your party date. If you cannot provide a medical clearance of your child from your physician your party will be canceled, again the deposit is non-refundable, SEE SECTION #7, and you would then have to put down another deposit and secure another birthday date.

INITIAL HERE Parent 1 () INITIAL HERE Parent 2 ()

#9. When you arrive for your party, your party host will ask for your credit card to be left at the front desk with our manager. This way when your party is over, you will meet with our manager at the front desk to pay your remaining balance owed on your party.

INITIAL HERE Parent 1 () INITIAL HERE Parent 2 ()

#10. Food & Beverage are ONLY to be consumed in the Birthday Party Room(s) You and your guests should not be consuming food or beverage in the play area of our facility.

INITIAL HERE Parent 1 () INITIAL HERE Parent 2 ()

#11. Helium Tanks are NOT permitted to be brought into our facility. You can have We Play Loud fill up your balloons at a cost for the helium (\$2.25 per balloon) or you can purchase balloons & have them blown up from an outside provider. Also glassware can be used for centerpieces and serving dishes in the birthday room(s) but they must be kept out of reach from children.

INITIAL HERE Parent 1 () INITIAL HERE Parent 2 ()

#12. We Play Loud's indoor playground is for children 51 inches and below. 51 inches is the national average for an 8 year old. If you have any older or taller children attending your group/party they will be permitted into the facility HOWEVER they will be treated as an adult. Adults are ONLY permitted to play in the bounce house, go up & down the 4 person slide and play in the 1st floor foam ball area. All other rides and play areas are strictly prohibited. Any adults or larger children not playing safely around our smaller children/guests will be asked to leave. The safety of our children/guests is our number #1 concern.

INITIAL HERE Parent 1 () INITIAL HERE Parent 2 ()

#13. Outside Vendors. All outside vendors (other than food vendors) brought into our facility MUST be approved first. Please email: weplayloudcorp@gmail.com letting us know what type of vendor(s) you would like to bring in:

Balloon Artists - are permitted as long as they make the balloons in the birthday party room only. They also count as a guest towards your guest count.

Face Painters - are permitted as long as they are done in the birthday party room and only use washable paint. They also count as a guest towards your guest count.

Hair Stylist/Nail Manicurists - they are NOT permitted. The chemicals are damaging to equipment and not up to health code for our facility.

Costume Characters (ex: Mickey Mouse, Ariel the Mermaid, etc.) are permitted as long as they respect the rules of our facility and they count as a guest towards your guest count. Keep in mind, you may want them to stay nearer to your birthday party room in the play area; since our facility is always open to the public.

Piñatas - are NOT allowed in our facility.

Food Trucks - are NOT permitted for a birthday party. We do not want children and adults going in and out of the facility for food. These types of vendors will not be approved unless you book a private party.

You do not need to get our approval for food vendors who deliver food to our facility for your birthday party. For example, you can order pizzas and catering from outside vendors and have them deliver to our facility directly during the time frame of your party (our address: 24350 Swartz Dr. Lake Forest, CA 92630). **DO NOT** have them deliver food earlier. For example, if your party is from 1pm - 3pm they should be delivering your food no earlier than 1pm and no later than 2:15pm. If a food vendor comes earlier than the start of your party and you are not here to inspect and sign for the food; we at We Play Loud WILL NOT sign for anything you purchased from an outside food vendor.

#14. Shoe Policy. Your family and all your guests will be required to leave your shoes in the cubbies at the front entry of our facility; your bags and personal items can be stored in the birthday room if you wish. You cannot wear shoes in our facility; only to the restroom. Even if you stay in the party room you are still required to only wear socks – no shoes. We need to keep the facility clean and safe for our children; this is why ALL your guests will keep their footwear in the cubbies only near our reception. **IMPORTANT: please let guests know NOT to wear HIGH HEELS or shoes with a pointed heel to our facility.** If they arrive with high heels they will have to check them upfront at our reception and stored with the managers. They will then be returned when they are leaving our reception area. Our entire facility is soft foam flooring so the heels poke holes in them; this is why we request this.

INITIAL HERE Parent 1 () INITIAL HERE Parent 2 ()

#15. Birthday Party Cake/Cupcakes. Your birthday cake & cupcakes will be the only items YOU will have to bring in from your car into our facility. Your cake is very special and we do not want any employee accidentally dropping or damaging your cake or cupcakes. If you have a vendor dropping off the birthday cake we will escort them into your birthday room when they arrive. We will not accept a cake or delivery of any kind on your behalf. You must be present and sign off to the vendor yourself.

INITIAL HERE Parent 1 () INITIAL HERE Parent 2 ()

#16. Sometimes your birthday guests may forget your party date, may miss your party due to illness or come to the party on the wrong date. In any event, their admission will NOT be free; they would have to pay normal open play admission prices. You are paying for a special date and time for your guests. Any missing guests, regardless of any reason will NOT be credited to enter our facility on any other day other than the date and time you booked your party.

INITIAL HERE Parent 1 () INITIAL HERE Parent 2 ()

#17. Tipping your party host. Many patrons tip anywhere from 15 - 20%. Please do not ask what you should tip: the same rules apply to anyone serving a large group of guests. 15% = \$67.50 & 20% = \$90.00, if you visit a restaurant with over 8 guests you're automatically charged 20% in gratuity. If you feel you got great service and your party host served over 40 guests better than a waiter/waitress, then feel free to show them some love. 100% of your tip goes to your party host; you can pay them directly in cash or have the tip added to the remaining balance of your party on your credit card. They bring all your items in from your car, help you decorate, serve your guests 1 by 1, round up your guests, constantly clean up your party and bring all your items back to your car at the end; it's a true turnkey service so you as the party mom/dad can actually enjoy your party with your guests. **A MINIMUM of 10% gratuity (\$45.00) will be added to your final bill at the end of your party;** again you

can always add more if you wish to tip 15 – 20% as the majority of our customers often do. When you check out at the end of your party; the day manager will check you out and go over all of this with you.

INITIAL HERE Parent 1 () INITIAL HERE Parent 2 ()

#18. General Setup. Your party host will help you with the general setup of your party room. Tablecloths, plates, napkins, food display, banners, hanging decorations and balloons. Any items that need to be made in order to present will be charged a fee of \$50.00. For example, Pom Poms that hang from the ceiling that are made of tissue paper and need to be pulled apart, string added and then hung from the ceiling takes a tremendous amount of time and staff. Avoid having to pay a setup fee by having your decorations all ready to go and your party host will hang them very easily. Also Food Preparation must be done at home. For example, your party host will not premix salads, cut up fruit or setup individual vegetables cups one by one, etc. All items that should be prepped and ready to serve. In order to avoid these types of charges it is best to serve items on trays that are easy to distribute to your guests. If you want to make individual serving sizes of food items, please do so at home and bring the day of your party. We can store them in our commercial grade refrigerators/freezers and then present them when you are ready for your party.

INITIAL HERE Parent 1 () INITIAL HERE Parent 2 ()

#19. Party Start Time & Ends. Your birthday party starts and ends on the exact time slot you paid for. For example, if you chose the 1pm - 3pm time slot your invitations to your guests should say your party is from 1pm - 3pm. Do NOT put 12:30pm, in an effort to get people that arrive late to be on-time. If your guests arrive any earlier than 15 minutes prior to your date you will be charged an additional hour of play time at a rate of \$225.00. We Play Loud will NOT hold guests from entering early, as we have no capacity to hold guests in the reception area of our facility. We will NOT turn away guests or tell them to wait outside until your party arrives. This is your responsibility to inform your guests about the EXACT time your party starts and ends.

INITIAL HERE Parent 1 () INITIAL HERE Parent 2 ()

Please keep in mind your party is 2 hours in length. 15 Minutes prior to your even being finished your party host will inform you and start cleaning up the room. You and your immediate family (mom, dad, grandparents & children) can stay the entire day at our facility after your party is over if you like. However, your guests will be notified that their 2 hours is done and if they wish to continue to stay in our facility and play they will have to go to the front desk and pay for a 2 hour Open Play Admission ticket. Many times there are parties scheduled back to back, this is why we need each event and booking to respect the rules for one another and it helps control the occupancy/capacity of the facility.

If you entire party takes longer than 15 minutes to exit the party room and the facility after the end of your party - you will be billed an additional \$225.00

Our computer system does this automatically! Example: if your party is from 10am - 12pm. If you and your guests have not vacated the birthday party room by 12:15pm; the system will bill you an additional \$225.00. All your items must be out of the room including food, purses, shoes, etc. Your party host will start cleaning and bringing items to your car 15 minutes prior to the end of your party.

If you feel that 2 hours is not long enough for your event, then please feel free to book an additional 1 hour of play at our facility for \$225.00. We do NOT have an additional 30 minutes of play option at this time. The additional hour of play must be booked at a minimum of 2 days in advance of your party date. If you think you need more than 2 hours for your birthday party, you will want to book this additional 60 minutes of Play Time Only. You DO NOT get access to the birthday party room during this additional hour. If you are looking to get the party room for an additional hour, then you would have to book the next time slot in the same room. Ex: if you booked a 10am - 12pm party in the Kali Room & want another hour in the party room you would book the 1pm - 3pm time slot in the Kali Room through our system online. So your party would then turn into

a 4-hour party from 10am - 2pm and you would get the party room for 4 hours. The only way to get the party room for longer than 2 hours of a standard party is to book the next time slot as well. The "additional hour of play" once you purchase/book is **NON-REFUNDABLE & NON-TRANSFERABLE** regardless of reason. You cannot cancel on the day of your party. You can purchase the additional hour of play by following the link to our online store: <https://weplayloud.a.pcsparty.com/store/>

INITIAL HERE Parent 1 () INITIAL HERE Parent 2 ()

Lastly, the additional hour of play is available for birthday parties which are booked from 10am - 12pm and 1pm - 3pm. If you book a 4pm - 6pm birthday party you can purchase an additional hour of play however this will mean your party starts from 3pm - 6pm. You will NOT have access to the party room though until 3:30pm since we have to clean the birthday room from the previous birthday party time slot. If you wish to book the facility privately after 6pm the rates are \$500 per 30 minutes; because our facility normally closed at 6pm.

INITIAL HERE Parent 1 () INITIAL HERE Parent 2 ()

#20. Open to the Public. Unless you book a Private Birthday Party after hours (from 7pm - 9pm), our facility is still OPEN to the public for open play. You understand and accept that if it rains, it is cold, if your birthday falls on a holiday weekend, school is out, etc., our facility will most likely be very busy. We cannot control how many people will come for open play on the day of your birthday party.

INITIAL HERE Parent 1 () INITIAL HERE Parent 2 ()

Birthday Party Room Equipment. We have a 50" television in the birthday room if you would like to play pictures of your child or a movie during the birthday party. Please burn the pictures on a DVD only (do NOT use a blueray DVD). Make sure after you burn your pictures on your DVD it works on your home DVD player so that you correctly burned it on the right format. This is the only method that will work on our televisions. The television does not have access to cable or TV stations. Your party host will help you set up everything. You are not to touch our flat screen mounted televisions - any damage you cause result in your paying for a brand new television replacement at the end of your party. We also have a BOSE WIFI Speaker for music that you can Bluetooth your music onto.

ITEMS YOU NEED TO BRING:

#1. Tablecloths - 6 of them per party room. Tables are 69 inches long by 39 inches wide. We have 5 tables. The extra table cloth is in case you need an extra serving table or one of the tablecloths rips.

#2. Utensils, Cups, Cake Knife, Plates, Candles, Lighter, Serving Utensil & Platters.

#3. Decorations (balloons, banners, etc.) *we provide tape & ladders to use at no additional charge.

#4. Food / Catering / Cake

#5. Ice Chest & Ice. *we do NOT sell or provide ice. We have silver contemporary style ice bins should you forget to bring your own ice chest. You can rent an ice bin for \$10.00 each. You have to bring your own ice.

If you forget to bring the items above, We Play Loud can provide you with these items at an additional cost/charge.

* Large Plastic Serving Spoon, Utensils, Tongs, Bottle Opener, Pizza Cutter, Cake Knife - \$3.00/each.

* Large Plastic Serving Bowl - \$5.00/each. *Tablecloth - \$3.00/each

* Plastic Cutlery (Forks/Spoons/Knives) - 16 of each - \$9.99/each Traditional Candles - \$4.00/package

* Large Number Candle \$3.00/each *we do not guarantee we will have your child's number

* Drinking Cups - \$5.00/per 12 pack *Large Food Plates: \$7.50/per 16 *Napkins - \$7.50/50 count

Packaged Items are sold as complete items & cannot be broken down or prorated.

INITIAL HERE Parent 1 () INITIAL HERE Parent 2 ()

#21. Guest List. You are NOT required to send us a guest list. We Play Loud will have your guests manually sign a paper waiver prior to their arrival. It only takes 1 - 2 minutes to complete. Even if your guest has been to our facility before they still

sign this document. This way we have a paper record of every family/person that entered on behalf of your party and the number of guests they brought. Each guests will write down all names in their party. Your guests will get a special colored & numbered wrist band that easily identifies your guests in your party.

Final Payment. The remaining balance owed on your party is paid at the end of your party. Prior to your party starting your party host will get your credit card to hold upfront with the manager so it is ready for checkout at the end of your party. We accept: Cash, Visa, MasterCard, Discover & American Express. We DO NOT accept personal checks, business checks or money orders.

I have read all the information regarding the rules and policies and having a birthday party at We Play Loud and I FULLY agree to all their terms, policies and conditions indicated.

Parent Guardian 1: Print Name: _____ **Parent Guardian 2: Print Name:** _____

Parent Guardian 1: Signature: _____ **Parent Guardian 2: Signature:** _____

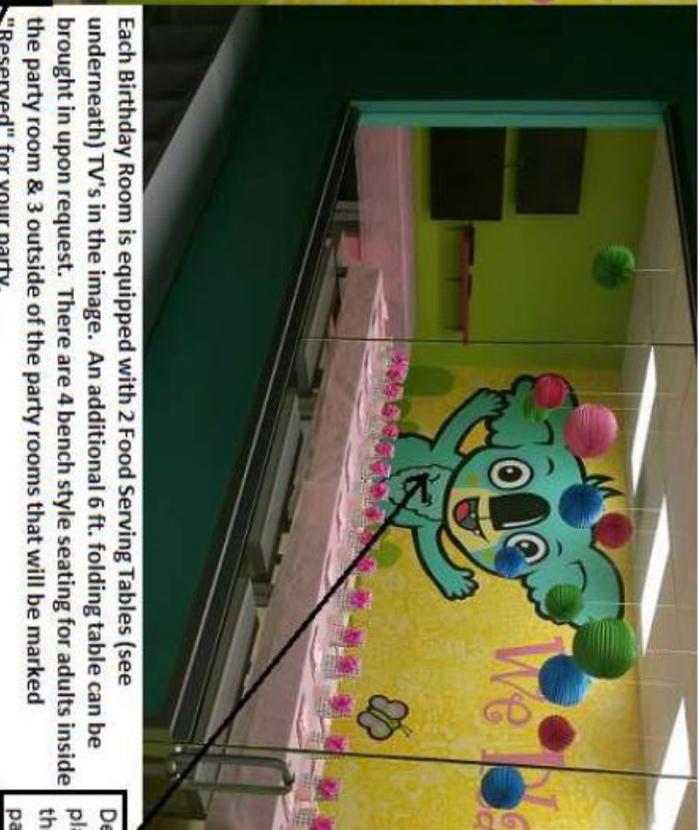
Parent Guardian 1: Date: _____ **Parent Guardian 2: Date:** _____



There are 3 Seating Tables that comfortably sit 22 - 26 children.

No decorations, banners, etc. can be hung or placed on the main back wall.

Decorations can be hung or placed on this side wall of the party room.



Each Birthday Room is equipped with 2 Food Serving Tables (see underneath) TV's in the Image. An additional 6 ft. folding table can be brought in upon request. There are 4 bench style seating for adults inside the party room & 3 outside of the party rooms that will be marked "Reserved" for your party.



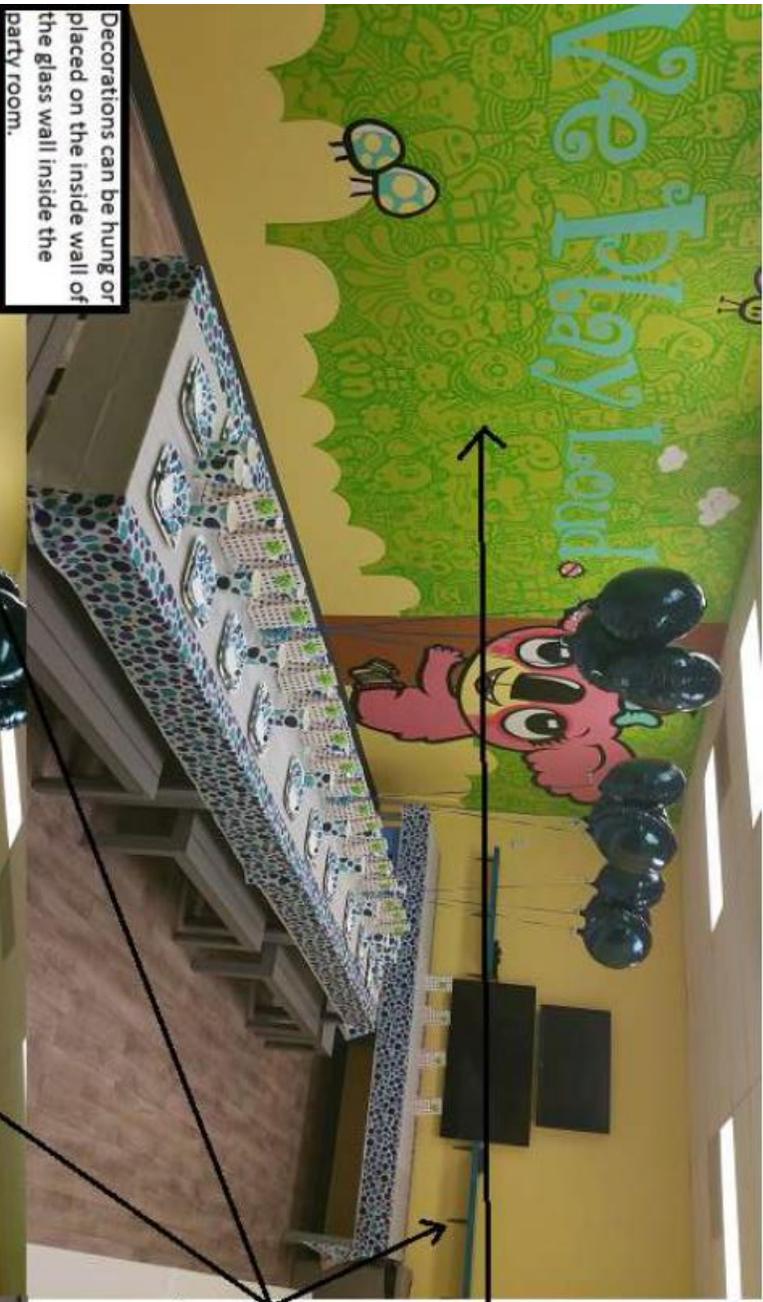
Kali Room

No decorations, banners, etc. can be hung or placed on the main back wall.

Each Birthday Room is equipped with 2 Food Serving Tables (see underneath) TV's in the image. An additional 6 ft. folding table can be brought in upon request. There are 4 bench style seating for adults inside the party room & 3 outside of the party rooms that will be marked "Reserved" for your party.

Decorations can be hung or placed on this side wall of the party room.

There are 3 Seating Tables that comfortably sit 22 - 26 children.



Decorations can be hung or placed on the inside wall of the glass wall inside the party room.

