



You've got questions, we've got answers!

If you don't see your question below, give us a call at (330) 854-6999 or visit our [Contact Us](#) page. We're always happy to help!

How do I schedule a Birthday Party?

We suggest you complete the birthday party form online at our [website](#) and submit the requested information. Please complete the entire form on our website. A birthday party planner will respond within **48** hours to your request.

What times are best to schedule & what time length is suggested?

If you choose an Action Pass Birthday Party allow 3.5 hours, 3 hours for the Twi-Lite Thrill Party and the Laser Tag Parties. This would include your meal time and opening of gifts if required. Birthday Parties may be scheduled from 12:00pm - 9:00pm on weekdays and 12:00pm to 9:30pm on weekends per availability. We normally start hosting Birthday Parties in late April through mid October. Party availability Saturdays may be limited in July & August.

What are non-participants' fees?

Non-playing participants are admitted to the park for free, including Grandparents, relatives and parents of the guests. After more than 4 non-participants a fee may apply for additional seating. Attractions may be purchased separately for other guests as required and needed. Seating may NOT be guaranteed for non-paying guests. If you are planning on providing food and beverages for non-paying guests please plan in advance. OUTSIDE FOOD AND BEVERAGES ARE NOT PERMITTED unless authorized by the management. A table reservation/usage fee of \$15.00 will be applied to your party's balance (1 row of tables is big enough for 12-18 guests). If additional tables are needed, an additional fee will apply. You are entitled to your tables for the entirety of your party.

What happens if it rains?

Most attractions will stay open unless safety becomes an issue. Certain attractions may temporarily shut down, such as the roller coaster, but will re-open as soon as possible. Parties may be held inside our 6,200 sq. ft. Group Pavilion if available or in the Garden Patio Area.

Are deposits required?

Yes, a non-refundable \$100.00 deposit is required and will go towards your final party balance. Cancellation: A 10 day cancellation notice is required by email to receive your deposit as a form of credit for future use.

Where do we go when we arrive?

On the day of your party, please check in at the Ticket Booth. A staff member will welcome you and confirm your number of guests, explain your package and will escort your group to your reserved tables. A table reservation/usage fee of \$15 will be applied to your party's balance. You are entitled to your tables for the entirety of your party. We do not provide party hosts to entertain your group.

What time should we eat?

We would suggest eating at the end of your party. Please arrange the time with a staff member upon checking in. Suggested length of meal time is 30 minutes or less. We will page your party over the park P.A. system when your food package is available.

What party items are we permitted to bring to the park?

We strongly suggest to NOT BRING ICE CREAM BIRTHDAY CAKES. They will melt. We are unable to provide storage for any cake. Ice Cream and food package options are available at Auntie Em's Ice Cream food court. Regular birthday cakes are permitted. Outside food and beverages are not permitted. Please bring your own cake knife and items needed for your birthday cake. The following items are strictly prohibited: Silly String, Confetti, pets or piñatas. The party tables are covered, but you are welcomed to bring your own table covers if desired.

What if birthday guests do not meet the height requirements to drive on various attractions?

Please review our [Age and Height Guidelines](#) while planning your party. Chaperone Passes are available to purchase which allows the pass holder to drive under-aged children that do not meet the age and height requirements on most attractions. These passes are **non-transferable**. Sluggers & Putters strictly follows ride and safety guidelines set forth by the state of Ohio Ride and Safety Division.

What payment methods are accepted?

We accept Visa, MasterCard, Discover and Cash. There is a 3% convenience fee on all credit card transactions. Personal checks are not accepted. You are responsible for full payment before passes are distributed.

Is smoking permitted?

Sluggers & Putters Family Amusement Park Is a Non Smoking Park!

