

Frequently Asked Questions



Not Interested in a Drop-Off Party?

We understand that doing a drop-off style birthday party might not be the best fit for families with younger guests looking to celebrate a birthday. If you would like to reserve a birthday party for a group of infant/toddler families, we would be very happy to help you. Reach out to us at scrambleinfo@goscrumble.com

Will a Party Host Be Provided?

At this time due to COVID-19, Scramble will not provide dedicated Party Hosts for birthday parties. We have made this difficult decision with the safety of our guests and staff in mind in order to limit adult exposure. Limiting the number of adults in comparison to children is a proven safety measure to stop the virus. This is also the reason for the two-adult limit per each birthday reservation. Once conditions allow, we will reassess the availability of Party Hosts. At Scramble, our priority is to provide a clean and safe environment for all of our guests. We thank you in advance for your understanding as we all find new ways to celebrate children during unusual times. Please rest assured that our Scramble team will do our utmost to ensure your child has a fabulous party. We can't wait to celebrate with you!

Am I Allowed To Bring My Own Birthday Cake?

To comply with state and CDC health guidelines, we highly encourage guests to bring individually packaged cupcakes or cookies (with accompanying food label from the store/professional baker). We offer a variety of treats and snacks at our café that you may purchase for your party.

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Can I Bring My Own Food?

Outside food and drinks are not allowed past entry. If you or anyone in your party has food sensitivities or allergies, please reach out to us at scrambleinfo@goscrumble.com so that we can accommodate you and your guests. Aside from our discounted birthday food package, we offer a variety of other options of food, snacks and beverages at our café.

What Decorations Can I Bring?

We have seen every possible kid's theme of birthday party at Scramble! Please note that decorations are not included in the party package. No piñatas, face-paint, bubbles, confetti, or glitter products allowed as either decorations or party favors.

Are Balloons Allowed?

Helium-inflated mylar balloons must be attached to a balloon weight. All balloons are to remain in the party rooms. There will be a \$20 recovery fee for each balloon that is taken out of the room. Latex balloons are not allowed as they pose a choking hazard for younger guests visiting us.

We thank you for your understanding in maintaining a safe environment for all guests.

Return To Play After Food?

There is no return to play after pizza or cake is served. This helps keep our equipment clean and prevents over-excited little ones having accidents. We ask for your help in ensuring your guests remain in the party room once pizza or cake is served.

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Can I Stay At Scramble After The Party?

You and your guests can remain longer at Scramble by returning to reception and re-entering at the special price of \$5 per child and \$2 per adult. We will look for your help in ensuring that your guests leave at the agreed end time of your party.

How Many Tables Are Included?

Tables and stools are included in each party room. We have about 3 serving tables which typically hold drinks, food or presents. Then there are 5 additional sitting tables that are typically used for guests to enjoy snacks, pizza and birthday cake. 1 sitting table is about 4ft (L) x 28.5 inches (W). See below for a picture of how our party rooms have been spaced out to safely accommodate guests following social distancing guidelines.

