

Frequently Asked Questions



Will Party Service Be Provided?

For the time being, we will not be offering a party service with a dedicated Scramble host.

Am I Allowed To Bring My Own Birthday Cake?

YES!! In order for us to be able to provide advice to your guests about food safety, we ask that you bring your cake in its store packaging with the original food label. You may also bring cakes from professional bakers and they will know how to provide the same food safety information for you to bring with the cake. Unfortunately, we do not allow for "homemade" cakes to be served. Note too, that we do not allow ice cream cakes or treats as an alternative to traditional birthday cakes.

We also offer a variety of treats and snacks at our café that you may purchase for your party.

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 alert us as soon as possible (either to our party coordinator when they contact you or at scrambleinfo@goscrumble.com) so that we can begin to discuss how we can ensure the safety and comfort of all guests.

Frequently Asked Questions



What Decorations Can I Bring?

You are welcome to bring any selection of your own items to decorate your party room. The party coordinator will be able to describe the room and answer your questions. Please note that decorations are not included in the party package and that we do not allow piñatas, face-paint, bubbles, confetti, or glitter products as either decorations or party favors.

Are Balloons Allowed?

We only accept mylar balloons. All helium-inflated mylar balloons must be attached to a balloon weight prior to entry. All mylar balloons are to remain in the party rooms and must remain attached to a balloon weight for the entirety of your party. There will be a \$20 recovery fee for each balloon that is taken out of the room and released inside Scramble. 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.

Outside Entertainment Allowed?

We do not allow outside entertainers or professional photographers.

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.

Frequently Asked Questions



Can I Stay At Scramble After The Party?

You and your guests may be able to remain longer at Scramble by returning to reception and re-entering at reduced entry. Pricing will vary based on location. Please note that this option will be made available to guests if space allows. We will look for the help of the party host in ensuring that your guests leave at the agreed end time of your party. A late fee of \$50 will be charged to any party whose guests remain at Scramble 15 minutes past the agreed end time of the party (without returning to reception for re-entry).

How Many Tables Are Included?

Tables and stools are included in each party room and numbers and layout vary at each location. Please discuss this with our party coordinator so that we can give you as much information about your room as possible. In general, each room will have solid wood picnic tables 5' x 3', stools or benches, and a serving table 5' x 2'.