



SUPER, AWESOME & AMAZING

Frequently Asked Questions

We know you're super excited about your awesome and amazing event here at The St. James, and we are too! These FAQs will help you ensure you have the best possible experience.

Do you provide invitations?

Yes, we do provide a custom RSVP link. Please ask your party coordinator for more information.

How many people will fit in the room before I need to add another room?

Each room can hold about 40 comfortably (20-24 seated, remaining standing). The tables can seat up to 20.

You will need an additional room if your total guest count (adults and kids) exceeds 40 guests for adequate space and comfort. Each additional room include admission for another 15 kids. Additional rooms are subject to availability - we suggest booking early if you think your guest count will exceed 20.

Who should be included in my guest count?

All children participating in the activities, including the birthday child, who will need socks and a waiver signed, must be included in your guest count. We require the first names of all children and a number of adults. We not charge for adults to spectate, but we do need a count for capacity purposes. We do not guarantee seating for adults. If adults would like to participate, they can either pay at the front desk or be added to your bill.

What about the little ones?

Toddlers should be included in your count and will need a signed waiver on file. As a good rule of thumb, anyone not walking should not be included. Their parents are more than welcome to join them at no charge. The only restriction is that riders must be 42" tall to ride our two largest slides. Anyone potty-training **MUST** wear water diapers in the water park.

When are my menu and final payments due?

Final payment, food selections, dietary restrictions and guest list are due 7 days prior to the party. Please submit all your information in a timely manner. Guaranteed guest counts and menu selections are nonrefundable.

Do you offer cake?

Yes, The St. James offers a delicious array of cake/cupcake flavors! However, we know many people prefer specialty and custom cakes. For this reason, you are permitted to bring in your own cake/cupcakes for a \$20 fee.

Can I bring my own food?

All food (except cake) and drinks are to be provided by The St. James. We do this for the food safety and protection of all our guests, especially those that are vulnerable. We use and apply Virginia Health Department food safety regulations. Any cake that you bring must be bought from a store or professional baker that holds a food permit.



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How many people do your platters feed?

Our platters (sliders, chicken fingers/fries, wings, salads, etc.) are designed to feed anywhere from 15-20. Our artisan pizzas serve 2-3 kids. Our add-on sides (chips/salsa, fruit platter, veggie platter, nachos etc.) are for 10-12.

Can you accommodate special dietary needs?

Our restaurant can accommodate most dietary needs – we just ask that you be as specific as possible. In the event you do not see what you're looking for on our menus, please work with your event coordinator on a custom curated menu to ensure all your guests are provided with delicious and properly prepared items. We do not use any eggs or nuts in the dishes served for parties (*excluding salads and some desserts*).

What is provided for parties?

Super, Awesome & Amazing has cups, napkins, plates, and cutlery in the colors **blue**, **orange**, and **yellow**. You are welcome to bring in any custom themes or other colors if needed, as well as request a specific color from our selections. We also provide basic candles, lighters and cake cutting tools.

What about decorations or goodie bags provided?

We now offer our exclusive Super, Awesome & Amazing balloons, 15 for \$35 or \$3 each. When decorating, we ask that you to refrain from taping any banners or signage to any of the painted walls or ceilings. Your party host is available to assist you, but please keep in mind that we only guarantee 15 minutes for your setup process. We do not provide tablecloths, table decorations or goodie bags, but you're welcome to bring them. Goodie bags are permitted and should be distributed at the end of your party.

Can I order more food/drinks the day of?

You are welcome to order additional food with your party host. Just be mindful that day-of add-ons may be delayed to account for the prep and cook time.

Is there a waiver that needs to be completed?

Yes, the waiver can be found on our website at www.SuperAwesomeAndAmazing.com.

What is the inclement weather policy?

The St. James plans to remain open 24/7, however, we'd never want to put your party goers at risk. The deposit and balances are nonrefundable, but they are transferable. We are happy to move your party to an alternative date/time at no charge, pending availability. If food has already been prepped prior to your request to change the date, you may incur the costs of food. If you think you might want to reschedule, please alert the events coordinator as soon as possible.

What is the admin fee?

The administrative fee is a fee added to the pre-tax bill that directly supplements the wages of non-tipped employees. By law, kitchen staff may not be included in the tip pool. The labor laws only allow tips to be shared with staff involved in the "chain of service."



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Arrival time:

As a reminder, we can guarantee access to your room 15 minutes prior to your party start time for set up. If you arrive any earlier and the room is ready, you are welcome to begin setting up. If your room is not ready, we ask that you wait until the cleaning crew is done and out of your room before you begin setting up.

Parking:

Upon arrival, you are welcome to park anywhere in our lot. Be mindful that weekends can be busy, so the lot may be full in the front. Our parking goes all around the facility. There are spaces on the sides as well as on Industrial Road.

Checking-in:

Once you/your guests enter through the main lobby, let the concierge desk know the name of your party/group, and they will direct you to Super Awesome and Amazing. Once at SAA Reception Desk (Entry Level), you/your guests will check-in by giving the name of your party/group again and will be directed to the appropriate party room.

How will the party flow?

Please always reference your contract and/or event order for the event itinerary. Your party host is available to help you with all your day-of needs -- reconfirming your food and beverage order, reconfirming your guest list, assisting with checking in guests, filling out waivers and providing wristbands/socks. Kids will be released to play on the Event Level. Once mealtime approaches, the host will call your party back to the room. When the kids are settled, your hosts will help serve the food and cut your cake. Add-ons such as additional attendees or food can be done on the day of with your host. You will sign an add-on sheet and will be billed after your party. Reminder: VR and eSports are not included in the base price but can be purchased before or the day of. Pre-purchased reservations are suggested.

What about no-shows?

The base party includes up to 15 kids. There are no refunds, but you can receive a one-time visit voucher for no shows for any extra purchases over 15.

Water Park Info:

Your group must come to SAA first, they will be escorted down to the water park after check-in. We have towels available but also suggest bringing your own and a change of clothes. No outside shoes are to be worn on the pool deck. We suggest bringing sandals or flip flops to change into. Children under the age of 4 must wear a water diaper (we sell them for \$1 at the concierge desk). Our staff is not permitted to assist children with changing.

When the party is over...

We are so happy knowing you have enjoyed your time so much, but we must prep for the next Super, Awesome & Amazing party! Once the party is over, we allow about 15 minutes for goodbyes. Your host will assist with clean-up. You/your guests are welcome to purchase additional AEC play time by going to the desk and purchasing general admission passes. Please note, this will not extend time in your party room.



We DO NOT guarantee any rooms. Rooms are assigned and may be changed based on availability.

The water park is located on the Event Level.

Entry
Level

