



**I-X CENTER**  
CLEVELAND, OHIO  
[WWW.IXCENTER.COM](http://WWW.IXCENTER.COM)

## **Frequently Asked Questions**

### **I-X Trick or Treat Street Birthday Party**

- **A minimum of 10 Birthday tickets must be purchased.** Room comfortably seats 40 people.
- **A non-refundable deposit of \$80 is required in order to hold your birthday room.** Your party is not reserved until this payment is made. Deposits are by credit card only – VISA, MC, American Express and Discover. Payment in full is due 5 days prior to visit. (Payment for weekend parties is due the Monday prior to the party.) Advance deposit of \$80 will be deducted from final payment.
- **Your reserved time is for 1 ½ hours.** Please be prompt since parties are scheduled all day and you cannot exceed your scheduled time.
- **On the day of your party, please check-in at the Show Office (located by the Box Office) within 15 minutes of your scheduled time.** Additional birthday tickets (your plan option 1 or 2) may be purchased at this time (cash or credit card only – no checks please) – please allow extra time if you need to add on tickets. You will pick up your Birthday packet – containing all tickets, coupons for the meal plan and your Birthday Child’s special items when you check in.
- **NEW! Your host/hostess will escort you and your party to your special private Birthday Room,** where you will give your hostess all meal coupons. All food and drink items will be served to you and your guests at the beginning of your party. **NOTE:** Due to food preparation time, all guests who purchase tickets the day of your party may need to pick up their food items at the food service area, located next to the Birthday Party common area.
- **If your party is scheduled for later in the day** and you wish to enjoy I-X Trick or Treat Street before your party time, you may check birthday presents and a cake (if you bring your own) at Coat Check located next to Show Office at no additional charge. (There is a \$2/coat charge if you wish to check your other items.) Please note, no ice cream cakes or cakes requiring refrigeration can be checked at the Coat Check area.
- **The Birthday Cake** is marble with butter cream frosting and will be decorated and personalized with the Birthday Child’s name. **The Cupcakes** will be a variety of chocolate or white cake decorated with a Halloween theme, with butter cream frosting.
- Soft drinks include Pepsi products and Fruit Punch.
- **Gifts for the Birthday Child are welcome at your party,** but please make sure you take all gifts back to your car before entering I-X Trick or Treat Street. We are not responsible for gifts left in the Party area. Please make sure you have your hand stamped to be re-admitted to I-X Trick or Treat Street.
- **With the exception of a birthday cake, no additional food or beverage may be brought into the I-X Center.** No other birthday items such as balloons may be brought into the party as well. Birthday candles are permitted – please make sure you bring a lighter as well.

- **Cameras are welcome.**
- **Parking** - \$8 per car and van
- **Children pick-up/drop-off policy.** . An \$8 parking fee is charged to all cars entering the lot. However, those dropping off or picking up children at the event will be reimbursed the parking lot fee only by informing the parking lot attendant upon arrival of their intentions. A special parking pass will be issued to allow the driver 15 minutes to enter and exit the parking lot. Drivers that do not inform the parking lot attendant or exceed the 15 minute time limit will not have their parking fee reimbursed.
- **Wheelchairs are available** on a first come, first serve basis at no charge. A photo ID must be left with the attendant to secure return. There are **no strollers or wagons** available to rent, however, you may bring your own.
- **The I-X Center does not have a paging system.** Please designate a meeting spot (next to Show Office) prior to entering.
- **There are no backpacks or large bags** allowed inside the Park. Diaper bags are permissible. All bags subject to a search by security.
- **You can get your hand stamped** and return to the Park; however, if you leave the parking lot, you will have to repay the parking. There are no in and out privileges for the parking lot.
- During the show, **all found items are taken to the Show Office.** After the show, all items are taken to Customer Service who can be reached at 216-265-2500.
- **The First Aid Station** is located in the West Lobby and is staffed by certified paramedics from area hospitals.

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