



# STAR-STUDDED BIRTHDAY PARTIES

AT THE MOST UNIQUE VENUE  
IN THE HEART OF TIMES SQUARE

*Madame Tussauds*  
NEW YORK

**Pre-Party Information Packet**

# CELEBRATE YOUR BIRTHDAY WITH YOUR FAVORITE STARS & SUPERHEROES!

Birthday parties at Madame Tussauds are perfect for all ages, whether the Guest of Honor is turning 5 or 50, we've got celebs that everyone will love! Looking for the perfect place for your tween? Madame Tussauds New York in the heart of Times Square is the only place with no ropes or barriers holding them back from living their best life with their favorite stars!

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# PARTY PACKAGE OVERVIEW

## ALL PARTY PACKAGES INCLUDE:

- Admission To Madame Tussauds New York
  - FREE Wax Hand for the Guest of Honor
  - 1 hour in our Private Birthday Party Room
- Tables, Chairs, Tablecloths, Utensils, and Soft Drinks

## BIRTHDAY PACKAGE

- Marvel 4D Film & Experience
  - Clown Chaos 7D Game
  - Guest of Honor Wax Hand
- Your choice of blue, yellow, or pink tablecloths, utensils and napkins

All party packages require a minimum of 15 guests.

# ADD MORE SPARKLE!

Whatever your needs, the seasoned party planners at Madame are on hand to make your birthday party extra special! We are happy to fulfill your unique requests – so don't hesitate to ask!

## WAX HANDS

**\$12 per person** *Retail Price: \$18.50*

Provide your guests the ultimate souvenir, their very own wax hand! This interactive personalized wax hand experience allows your guests to choose their pose and pick from a variety of colors! Must be 8 years old or older.

## BIRTHDAY BANNER

**\$150.00**

Add that wow factor with a custom birthday banner for the special guest of honor.

## BALLOONS

**\$50.00**

Elevate your party space with specified color balloons to add that extra flare.

## FIGURE REQUESTS

**\$200 additional for each figure move**

Have a certain celeb or character in mind that you'd like to us to place in your party room? We're happy to re-arrange our figures to fit your needs!

# PARTY TIMING & THE PRIVATE ROOM

CELEBRATE YOUR BIRTHDAY ANY DAY AT ANY TIME!

Celebrations last 3 1/2 hours. Madame Tussauds New York is open from 10:00 am – 8:00 pm, seven days a week. You pick the start time that works best for you, and we'll start planning!

\*Birthday parties must start at least 3 hours before closing

\*Closing time varies based on season

## TIMELINE OF A TYPICAL BIRTHDAY:

1:30 PM  
Check In

2:00 PM-4:00 PM  
Explore Madame  
Tussauds New York

4:00 PM – 5:00 PM  
Party Room

## ABOUT THE PRIVATE PARTY ROOM:

### “NYE IN NYC” TIMES SQUARE LOOK OUT

Impress your guests while you celebrate in-style on our grand third floor mezzanine that overlooks a breathtaking view of the iconic 42<sup>nd</sup> Street. If you look closely, you can even catch a glimpse of the real New Years Eve Times Square Ball. The hottest stars like Miley Cyrus and Ryan Seacrest can't wait to celebrate with you!



# PAYMENT & CANCELLATION

Bookings must be submitted at least 30 days before the actual event

## TO SUBMIT PAYMENT

- All bookings and payments are taken through an invoice sent to you email. An option for a credit card payment link or mailed check is offered.
- A 50% deposit is due at the time of booking. The final 50% will be due 2 weeks before your event date.

## ADDITIONAL GUESTS OR EXTRAS

- If the actual guest count is higher than expected, additional guests must be paid for at the admissions desk within the first 30 minutes of the party.
- Final guest count is due 3 days prior to the day of the party.

## CANCELLATION POLICY

- If you cancel your booking two weeks or more before the party date we can provide a full refund of your deposit.
- If you cancel 14 days or less, we cannot provide a refund of your deposit, however we are happy to reschedule your party for another day and/or time (subject to availability).
- If you need to cancel 24 hours or less before the party, we cannot offer a refund or reschedule your event.

# WHAT TO EXPECT

It is important that your entire group (or majority) arrives at your scheduled check-in time at the Admissions desk.

You will be greeted by your Party Captain who will assist you with your check-in, attach wristbands to you and your guests and sell any additional guests or experiences that you may need to purchase. Your captain will escort your party to your private room to place your belongings before beginning the attraction.

You and your guests are then free to explore the attraction. Typically, guests spend 2 hours in the attraction before they spend their hour in the private room.

A party captain will remain with your group during your time in the attraction to ensure your party enjoys the Marvel 4D Film, plays our Clown Chaos 7D Game, and any other activities that may have been included in your Party Package!

When arriving at your private party room, you'll find:

- The room set up with tables, tablecloths, and chairs in specified color
- Any personal items and presents you left with us before exploring the attraction.
- Any attraction souvenirs you purchased such as wax hands, photo keychains, or any other Madame Tussauds merchandise.
- The room decorated with any decorations you brought with you.
- Soft drinks ready to be served.

Party Captains will lead the guests through eating their meal, if applicable, playing party activities and singing happy birthday to the guest of honor.

Once the time in the private room is up, your group will be escorted to the lobby with all leftover items. You are welcome to dispose of leftovers with us or take items with you. We will not store your items after your scheduled time.

# FREQUENTLY ASKED QUESTIONS

## **Is there a minimum number of guests required?**

Birthday party packages with private rooms are eligible for groups of 15 people or more. If you do not meet this minimum, you will just need to pay for the base cost of 15 people.

## **How many people can I bring to my child's birthday party?**

Our private party room cannot exceed 40 people, which includes adults and children. You can only bring the amount of people you paid for. This includes adults, grandparents, parents of party attendees, and all children including the birthday child and children older than 2 years old. There must be at least 2 adults present for the party.

## **How far in advance do I need to book?**

Please book your party at least 1 month in advance so we can do our best to reserve your specific day and time.

## **Can I bring my own food or use a different caterer?**

Yes! Madame Tussauds New York is legally not allowed to handle food so all food must be provided by the guest. Food can be brought in the day of or delivered to our lobby. If delivered, an adult from your party must receive the food from the delivery person in our lobby. We do not place the food orders for you, so please make sure you work with your caterer or restaurant directly and let us know the delivery details before the party starts. We will provide all soft drinks and water.

## **Is your venue handicap-accessible?**

Our facilities are designed to be fully accessible to guests with a disability. Our trained staff will ensure that guests who require assistance are transported safely by means of an elevator designated for this purpose. Disabled guests can use a wheelchair and we permit seeing eye dogs, guide dogs and hearing eye dogs.

## **Are candles supplied?**

Due to health and safety, we are a flameless building. However, LED flameless candles can be provided upon request.

## **Can I schedule a walk-through before booking my party?**

Absolutely, we'd be happy to host you for a walk-through. We ask that you book this in advance with us, Monday- Friday 10:00am-4:30pm..

## **How do I submit payment?**

All payments are taken through an invoice sent to your email. An option for a credit card payment link or mailed check is offered.

## **Will my guests have to get in line to enter the attraction?**

They do not have to get in line. Your guests will meet in the lobby and ask for your birthday captain.

## **How long do the parties typically last?**

We recommend allowing 3 1/2 hours from drop-off to pick-up for your party. This includes 1 hour in the private party room, and 2 hours in the attraction.

## **Do you offer printed invites and thank you notes?**

We offer online invitations and downloadable invites upon request.

## **What if a guest arrives while my group is exploring the attraction?**

We will happily escort any latecomers through the attraction to catch up to your group.

## **Do you provide any decorations in the party space?**

We provide tablecloths, utensils, plates, and napkins in the guest specified color. Balloons or banners may be added for an additional cost.

# CONTACT US

We encourage you to contact us with any questions or concerns regarding your event!

For planning, payment or general pre-event inquiries, please contact our Marketing Team, Monday – Friday, 9am – 5pm.

Email: [mtnyspecial.events@merlinentertainments.biz](mailto:mtnyspecial.events@merlinentertainments.biz)

For questions, concerns or emergencies on the day or weekend of your event, please contact our operations team:

Duty Manager Phone: 347.429.2720

