



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 before the party even begins.

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

The tables are set for 15 kids, and there is standing room for about 10-15 adults. We recommend an additional room (priced at \$475) if your total exceeds 40 guests (adults and kids) for adequate space and comfort. If your guest count exceeds 20 children, it is required that you add another room. Each room adds an additional 15 kids. After 15 kids per room, it is \$20 additional per child, with each table sitting up to 20 kids.

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 ask that you give the first names of all children so that we may check them off as they arrive. While we do not charge for adults, we do ask for a count to understand how many people will be in your group!

What about the little ones?

For those a bit smaller than others, Super, Awesome & Amazing has an Interactive Wall that also features giant foam blocks that the little ones love to stack (and knock over). Their parents are more than welcome to climb with them through the play-zone. As for the water park - the little ones (walking of course) have no issue splish-splashing through. The only restriction is that riders must be 42" tall to ride our two largest slides. As a good rule of thumb, anyone not walking should not be included in your count. **Anyone under the age of 4 or potty-training will be required to 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 via email or phone to your event coordinator 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 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.

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 style pizzas serve 2-3 kids. Our add-on sides (chips/salsa, fruit platter, veggie platter, nachos etc.) are generally for 10-15 people by themselves - more when accompanied with platters.



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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 a 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 all your cups, napkins, plates, and cutlery covered in the colors: **blue**, **orange**, and **yellow**. You are welcome to bring in any custom theme 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.

Are decorations or goodie bags provided?

We now offer our exclusive Super Awesome and Amazing balloons for \$3.50 each. As for everything else, we do not provide table clothes, table decorations, or goodie bags, but you're welcome to bring them in. When decorating, we ask that you to refrain from taping any banners or signage to any of the painted walls. While your party host is available to assist you, please keep in mind that we only guarantee 15 minutes for your set-up. Goodie bags should be distributed at the end of your party.

Can I order more food/drinks the day of?

Yes, you are more than welcome to add additional food with your party host, just be mindful that day of add-ons, depending on when they are ordered, might be delayed from the rest of the food due to 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 or at our reception desk.

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-taxed 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". Well known statistics and our personal experience have shown us that tipped employees make 2.2 to 2.6 times more than non-tipped employees. It is our goal to bridge this gap and join the innovators of our industry paving the way for a more balanced workplace. Many restaurants throughout the country have adopted similar service fees to promote better quality of life for their staff and the growth of the industry.