

FREE PLAY ARCADE PARTY/EVENT FAQs

I want to have a party or other event at Free Play; where do I get more information?

- 1) Here in these FAQs; and
- 2) www.freeplayinc.com/parties.

How do I discuss an event in person or by telephone?

While we do occasionally handle matters by phone or in person, it is our strong preference to handle event planning by through our contact forms/email. This preserves the exact details that have been discussed and agreed upon for both our reference and yours. No matter what, it's best to find useful information and start planning your event by visiting www.freeplayinc.com/parties. Please fill out our Party Inquiry Form if and when you are ready to start discussing your event (unless of course you have answers to all your questions already/are ready to book through our online system). For exceptionally large or private events, things like site visits, planning meetings, and similar are common and can be scheduled as needed.

I filled out a Party Inquiry Form and haven't heard back. What do I do?

Gayle, our party specialist, responds to inquiries via email Monday through Friday, 10 a.m. through 3 p.m. Though we aim for a prompt response, it may take a business day for Gayle to respond to your inquiry. If it has been more than a business day, check your spam folder and ensure that Gayle's response did not inadvertently get miscategorized. If it has been a business day and the message is not in your spam folder, we deeply apologize! Please email us at gayle@freeplayinc.com, jessica@freeplayinc.com and/or kelsie@freeplayinc.com or message us on our Facebook page and let us know. We will get back to you asap (and work on fixing whatever prevented our timely response).

How far in advance of my event do I need to submit a Party Inquiry Form?

As soon as possible! How soon we can pull together your event depends on the event's complexity and our existing calendar, but if it's not at least a week in advance of your event, it's probably best if you stick to reserving a table and pre-ordering food through our [self-service online booking system](#).

I want to reserve a table/pre-order food within 48 hours of my event and I am upset that your online system won't let me.

We are so sorry! We take our commitments to our customers very seriously, but as an event venue we just aren't structured in a way that can accommodate table reservations, pre-ordered food, and similar within 48 hours. Consider hosting an awesome impromptu party at Free Play instead (see the Non-Private Parties section below for more information).

I am arranging a company party; do you have any team-building options available?

Yes! Please see our [Team-Building brochure](#).

Do you have private party/event rooms?

To maximize our game lineups, we do not have private party rooms. At all locations however we do offer private, full-venue rentals, as well as non-private event options. And at our Arlington and Fort-Worth locations we offer semi-private patio rentals (more on this below).

What are your Covid – 19 policies?

Our policies are constantly evolving with the situation. Current policies can be found at: <http://freeplayinc.com/covid/>. As of April 16, 2021, we have moved from "masks required" to "masks strongly recommended." Private events have the option of requiring masks – just let us know!

NON-PRIVATE PARTIES/EVENTS

Can I have an impromptu party at one of your locations during normal business hours with no advance notice?

Yes! Free Play is the perfect place to celebrate almost anything and we've been a part of hundreds of birthday parties, happy hours, and any other types of celebrations that were not booked ahead of time. That said, if you need something beyond our awesome standard offerings (for example, a reserved table, party favors, pre-ordered food, etc.), it must be booked and paid for a minimum of 48 hours in advance. Please note that on weekends we can become busy to the point that tables or similar are not always readily available. Also, for instance, if you have 100 people show up and all order food at the same time without any advanced notice, the kitchen might take a long time to get your food out! But if you come to Free Play for an awesome impromptu party, we will do what we can to help!

What should I do if I want to arrange a non-private event/party that is not impromptu?

First, make sure it's more than 48 hours in advance of the time you want your event to happen (otherwise see above). If so, head over to www.freeplayinc.com/parties! There you can check out the relevant brochures, menus, and FAQs. If you want to move forward with a table reservation, pre-ordered food or drink tickets, or party favors, use the online system to book. If you have questions or want something more complex, fill out the Party Information and Inquiry Form and our event planner will get in touch!

How does admission to the arcade work for non-private parties/events?

Aside from children 2 years of age and under, an admission is required for all entrants to the arcade. As of May 21, 2021, admission to all locations is \$12 including tax. You are welcome to pay that admission for your guests, or they can self-pay. If your guests will be paying for

themselves, please don't forget to let them know about the admission fee in advance!

How do I pay for my guests' admissions?

The best and easiest way is to be the first of your party to arrive and setup a tab for guest admissions¹. If you don't want to stand around and wait for everyone to materialize, you can give your guests a password or give our staff a guest list so that we know who to put on your admission tab. Alternatively, with advance notice, you may arrange to prepay your admissions through our party planner.

Wait, you are going to charge me for my 3 year-old?

Apologies for any inconvenience, but yes. A 3 year-old takes up one game at a time, just the same as an adult. Moreover, some of us have young children ourselves, and we can tell you from our own experience that a 3 year-old is more than capable of getting one's money's worth out of these incredible games! We have stools available in the event your little one needs a boost – just ask our staff.

What if I have a guest who doesn't want to play any games?

We are not in the business of forcing people to play games, but other than children 2 years of age and under, an admission is required for ALL entrants to the arcade. We simply do not have any way to monitor whether or not a guest plays our games. And we really don't want to hire people who walk around and harass our guests. Moreover, our games are super crazy fun for anyone willing to give them a fair shot, and we want everyone who walks in our door to do just that. Our games are all set to free play, so there is no risk or stakes, and there is no demographic that hasn't had a blast at Free Play. That said, we are not monsters and are willing to consider an exception for unusual and

¹ If you have paid a deposit as part of an event contract and have notified us that you will be paying for your guests' admissions, we can also simply track admissions on your invoice, to be settled once your actual guest count is finalized. So that our staff knows who belongs on your tab, please provide a guest list, employ the use of a password, or personally identify guests at the door.

extenuating circumstances. Please note that only our corporate office and location GMs have the authority to grant an exception for extenuating circumstances, so please ask in advance.

I am having a party and some guests will be children/under 21 years of age; is there anything I need to be aware of?

Yes! We LOVE seeing new generations fall in love with our games, but there are a few rules to be aware of: 1) all of our locations go 18 years of age and up at 9 p.m. Sunday through Thursday; 2) all of our locations go to 21 years of age and up at 9 p.m. Friday and Saturday; and 3) regardless of the hour, all children under 13 must be directly supervised by an adult at all times.

Please, please, please can you make an exception and let my child stay in the arcade after 9 p.m.? / Can my 20 year-old significant other stay after 9 p.m. on a Friday or Saturday to celebrate a special occasion with me?

Apologies, but no. Obviously we'd like to make as much money as possible but both our insurance and TABC licenses require that we abide strictly by our age policies (and in Richardson, the requirement is actually a city ordinance). Failure to abide by those policies could result in losing our insurance, our TABC licenses, or even our total ability to operate. Please understand those are not risks we are willing to take.

Can I reserve a table, booth, or patio for my party/event at X location?

@ Richardson: Yes to tables/booths! You may reserve one double table or booth in our dining area. If you have a preference as to booth or table, please let us know when you book, but please be aware that we cannot make any guarantees (availability depends on the specific setup of the arcade on the day of your event, which is variable). We charge \$20 to reserve a double table/booth (6-7 seats). We highly recommend reserving a table/booth for any weekend event as our dining area is often full during the weekend. Table/booth reservations are limited, and

first come, first serve. All table reservations must be made at least 48 hours in advance.

@ Arlington: Yes to both! You may reserve one double table in our dining area. We charge \$20 for a reserved table (seats 8). We highly recommend reserving tables for any weekend event as our dining area is often full during the weekend. We also have two patios that seat ~50 that are semi-private and can be reserved for \$150 for a three-hour event. Patios and table reservations are limited, and first come, first serve. Both must be made at least 48 hours in advance.

@ Fort Worth: Yes to both! You may reserve one table in our dining area or one booth in our game room. If you have a preference as to booth or table, please let us know when you book, but please be aware that we cannot make any guarantees (availability depends on the specific setup of the arcade on the day of your event, which is variable). We charge a \$20 per reserved table/booth (6 seats). We highly recommend reserving a table/booth for any weekend event as our indoor seating is often full during the weekend (more booths are in the works as we speak). Table/booth reservations are limited, and first come, first serve. All table reservations must be made at least 48 hours in advance. In addition, we have a semi-private rooftop patio rental available (please see our private event brochure for details).

@ Denton: Yes to booths! You may reserve one booth in our upstairs dining area. We charge \$20 to reserve a table/booth (6 seats). We highly recommend reserving a booth for any weekend event as our dining area is often full during the weekend. Table/booth reservations are limited, and first come, first serve. All table reservations must be made at least 48 hours in advance.

Can I reserve more than 1 table/booth for my non-private party/event?

Apologies, but no. Unless you have a private rental, we need places for our other guests to sit too! The good news is that guests rarely want to spend much time at a table when they can be off playing games instead!

Do I have to reserve a table/booth for my event?

No, **except** if you are pre-ordering food (we have to have a place to put the food!)

What if I reserve a table/booth, but when I arrive there are plenty of empty tables – do I still have to pay the reservation fee?

Yes. We have no way of knowing in advance whether there will be empty unreserved tables or not (although we can tell you that our tables often fill up, particularly on the weekends). When you make a table reservation, we generate and distribute table tents to assist in reserving your table and guarantee that you will have the agreed upon table(s) for your party. When you reserve a table you are taking the chance that the arcade will be slow and the reservation turns out to be unnecessary. When you choose not to reserve a table you are taking the chance that the arcade is so busy your party doesn't have a table. Keeping those risks in mind, you know your party best and should make your table reservation decision accordingly.

Can I buy drink tickets for a non-private party/event?

Yes! Drink tickets are \$6 per drink ticket and include all available beverages priced \$7 or less. You must purchase a minimum of 10 drink tickets for your party. Drink tickets may be pre-ordered or purchased on-site. Please note that drink tickets are non-refundable.

Can my drink ticket be used for sodas?

Yes! However, please be aware that we do not have a soda fountain, and therefore we do not offer bottomless sodas. Drink tickets can be used to purchase a one soda (and we have some really neat craft sodas in addition to the standard stuff).

Do I have to buy drink tickets for a non-private party/event?

Absolutely not! Drink tickets are only offered for your convenience.

Can I buy beverages for my non-private party/event if I don't order drink tickets?

Yes! All available beverage options are available for your purchase at their regular menu prices (our drink menu rotates daily, but a sample drink menu is [available online with our party information sheets](#)). And complimentary self-serve ice water is always available. If you'd like, you can open up a tab for your party and give them a password or similar.

What food is available for my non-private party/event?

Please see the venue's event brochure for party options. In addition, our regular menu is available for pre-order or purchase during regular open hours (you can find our current menu [online with our party information sheets](#)).

Can I pre-order food for my non-private party/event?

Yes! If you'd like to provide food for your guests, pre-ordering food is the best way to ensure that your food arrives when your party needs it. Pre-ordered food must be ordered and paid for at least 48 hours prior to service. The quickest and easiest way to pre-order food is through our [self-service online booking system](#).

What if we just want to order food once we show up for the party/event?

That's perfectly fine, provided you want to order from our regular menu (party platters must be ordered at least 48 hours in advance). Just know that it may take some time to prepare a large food order without advanced notice.

Do I have to order food for my non-private party/event?

Absolutely not (although it is delicious)!

Can I bring my own music, DJ, or band for a non-private party/event?

Probably not, but if you have an exceptionally awesome proposal that will augment and not detract from others' use of the arcade you are welcome to ask (example of a successful ask: a party wanted to extend our regular Friday night Arlington DJ's set and personally pay the additional fee – we said sure thing). Be aware that before you ask us for permission, you need clearance from all licensing agencies implicated by your music selections. As a consolation, our standard programming consists of a curated selection primarily containing 80s top 40 and new wave, and it's pretty awesome.

Do you have any DJ recommendations?

Yes! We have a handful of DJs we love to work with (and who are familiar with the relevant licensing requirements) and we would be happy to point you in the right direction, or even book it for you if you prefer. Let us know what you are looking for through our [Party Inquiry Form](#) so we can narrow it down to the best fit.

Can I bring in a cake or other outside food/drink for my non-private party/event?

Celebratory desserts, such as cake, are absolutely permitted. We have plain black plates and forks available if you choose to use them. Any other outside food or drink is not permitted.

Can I decorate for a non-private party/event?

Tablecloths, themed plates and napkins, party favors, and balloon bouquets are great. Anything that needs to be hung on the wall is not.

We want your party to be memorable but not due to the damage it causes to our facilities! Also please be mindful of other arcade guests when planning and setting up your decorations. If you have any questions, we're happy to help.

I had fewer guests show up than expected and don't need that second wave of food I pre-ordered. Can I get a refund?

Our kitchens order and prep pre-ordered food differently than our regular menu. As a result, and as indicated in your contract, we do not offer refunds for pre-ordered food. However, we would be happy to box up your food for you to take with you!

I had fewer guests than expected, so I want a refund for unused drink tickets.

As previously mentioned, drink tickets are nonrefundable, but you can use them on your next visit!

Can I pre-pay for my non-private party/event?

Definitely. Table reservations, pre-ordered food, party favors, etc. must be booked and paid for at least 48 hours in advance. Admissions do not have to be paid in advance (and it often makes sense to wait because you only need to pay for your actual attendance). But if you do want to pay for admissions, regular menu items, etc. in advance, we would be happy to invoice you. Please contact Gayle through our [Party Inquiry Form](#) to arrange it.

If I do not pre-pay for my non-private party/event, but I am covering my guests' admissions, food, and/or drink what are my options?

If you are paying for your guests' admissions, please arrive a few minutes early so we can start a tab. Similarly, we will run a tab for food

and/or drinks per your instructions. Please note we must have a credit card on file in order to run a tab.

Will there be a service charge for my non-private event?

Free Play charges a 20% Service Charge on food and beverages for all pre-booked events. Your service charge includes staff and gratuity. If you would like to include additional gratuity, whether before or after your event, please let us know.

PRIVATE VENUE RENTALS

Do you offer private venue rentals?

Yes!

What does a private venue rental cost?

The pricing and minimum food and beverage requirements for a private event rental varies by day, time, location, etc. This information can be found in each location's [party information brochure](#).

Why is the venue rental fee so much/why are the venue rental minimums so high?

Please keep in mind that our location is regularly open to the public and that we must close (or prep and staff early) for your private event. Every time we close we forfeit our regular revenue and inconvenience our normal customer base. Every time we prep and staff early we forfeit time vital to maintaining and improving our venues. Our venue rental fees are set accordingly. We do offer weekday lunch or happy-hour rentals as a considerably more affordable option. Regardless, we understand a private venue rental is a considerable expense, generally only cost-effective for a large party. As an alternative, you might

consider a semi-private patio rental at available locations or a non-private event during our regular business hours.

What food and beverage options are available?

We have a number of standard options but can work with you on a custom menu, drink package, and/or event-themed cocktail as well. Please see your chosen venue's [party information brochure](#) for more information. A complimentary self-serve ice water station is provided in addition to any food and beverage selections.

Do you allow outside caterers?

Yes. We recognize that while our food offering is perfect for a sharable, social gathering, it might not work perfectly for your more formal event. We keep a list of caterers our guests have used in the past, but you are welcome to use the caterer of your choice. Any outside caterer you use will need to add us to their insurance as an additional insured for the day of the event. Please note that if you choose to use an outside caterer, you will still be responsible for your Free Play food and drink minimums.

What do I need to do to reserve the space?

We require a signed contract and paid deposit to reserve a venue for your event.

What deposit do you require?

Generally, the deposit is 30% of the venue rental fee. In certain instances, such as a venue rental during peak hours, the required deposit may be higher.

When is final payment for my event due?

Final payment is due no later than 24 hours prior to your event.

What methods of payment do you accept?

Free Play accepts cash, check, or all major credit cards for all party bookings. For credit card payments, Free Play will invoice you through our Square system via email (please give your preferred email on the signature page of your contract). Check payments must be received by payment due dates at our corporate mailing address (see signature page of your contract). Cash event payments may be made by appointment only.

When is my final guest count due?

Your final guest count, not subject to reduction, is due 7 days prior to the date of your event. If you have not provided an updated guest count within that time frame, we will proceed with the guest count in your contract. If you need to increase your guest count within 7 days of your event date, we will make every reasonable effort to accommodate your request.

When is the latest I can finalize the other details of my private event?

All details for a private party/event must be finalized and confirmed with our staff at least 7 days prior to the party/event. Per person drink tickets and food costs are based on your guest count and are not subject to reduction within 7 days of your event. However, if you need to add additional food/drink tickets within 7 days of your event due to an increase in your guest count, we will make every reasonable effort to accommodate your request. Please note that it is unlikely we can accommodate additional food within 48 hours of your event.

Will there be a service charge for my event?

Free Play charges a 20% Service Charge for private events. Your service charge includes staff and gratuity. If you would like to include additional gratuity, whether before or after your event, please let us know.

What is your cancellation policy?

Because we announce the closure of our venue and/or begin acquiring supplies and arranging staffing for your event immediately after you reserve the space, we do not typically offer cancellations. If for some reason you believe you must cancel your event, contact us immediately so that we may explore the options. In general, we try our best to assist you in these instances!

Will the arcade be decorated for the holidays during my event?

Well, Halloween decorations start to go up at the very end of September/beginning of October at all locations. Early November the Halloween decorations come down and the Christmas/Winter Holiday decorations go up. After January 1, all decorations come down until the next Halloween season. Decorations vary from year to year and location to location, but if it is material to your event we can send some pictures of past decorations or snap some of the current setup for you. You are extremely welcome to bring your own additional decorations for your event as long as you can get them executed during the available setup time and broken down by the end of your private reservation (and as long as they won't damage our facilities/existing decoration setup).

OTHER COMMON QUESTIONS

Where can I park?

@ Richardson: Easy: just park in the shopping center parking lot. Its not the most beautiful lot but it does have plenty of spaces!

@ Arlington: Free Play Arlington has its own private attached parking lot. If full, there is plentiful nearby street parking available along with the huge, free Chamber of Commerce lot across Mary street.

@ Fort Worth: In addition to the small, dedicated parking lot we share with our neighbors and plentiful street parking, the free 1201 Alston Ave (Magnolia Green) Garage is conveniently located less than a block from Free Play Ft. Worth. There are also pay lots in the vicinity if you are someone who likes to pay for parking.

@ Denton: Free Play Denton is less than a block away from the free Williams Square Public lot, which is the best place to park for Free Play Denton visits! There are also more than 2,000 other parking spots available in Downtown Denton and you can find them all on [this handy map](#).

I would like to take engagement/senior/other formal pictures in your arcade; can I?

How flattering! Our insurance does not permit 3rd party photo shoots during our normal hours of operation, but we can make our venue available for your formal photos an hour before we open on weekdays. If you are interested in arranging a photo shoot, please contact jessica@freeplayinc.com and copy gayle@freeplayinc.com.

I would like to shoot a music video or otherwise film in our arcade; can I?

Thanks for thinking of us! Our insurance prohibits 3rd-party filming during regular business hours, but we might be able to work something out outside of regular business hours. For us to consider your proposal,

please email the specifics of what you are requesting to jessica@freeplayinc.com and copy gayle@freeplayinc.com. The more detail you provide, the easier it is to evaluate the feasibility of your request.

Where can I find a calendar of your special events/tournaments?

Our regularly updated event calendar is available at <https://freeplayinc.com/calendar>.

Do you have any discounts available?

First, let it be said that our regular admission price is an amazing value for the entertainment it buys and you would be hard-pressed to better stretch your entertainment dollars. And while we are organized as a for-profit business, Free Play's regular business practices convert would-be profits into increased pay and benefits for staff and better experiences for our customers. Your admission fees make everything we do possible and we cannot adjust them lightly.

That said, there are a few ways to knock your admission fee down a bit (for reference, our regular admission is currently \$12 including tax):

- 1) With a valid student ID or qualifying Veteran's ID card², we offer \$8 admission (please note that your valid ID must be presented at the time of service to receive a discount);
- 2) For the first hour we are open every weekday (M-F) we offer early bird admissions for \$6 including tax. Usually this is from 3-4pm, but during holidays or summer when we open early the early bird is good for the first hour on weekdays regardless of when the arcade opens;

² Qualifying Veteran's ID cards include: a current VA VIC, a current VA HID, a Veteran's Stamped Driver's License, or an active DOD ID Card.

- 3) On Mother's Day, mothers get in free. On Father's Day, fathers get in free. On Veterans Day, both active-duty service members and veterans get in free;
- 4) If you want to visit multiple times a month, it might be a discount to purchase a monthly membership (see <https://freeplayinc.com/membership>). Not only do you get unlimited entry to the arcade during membership, you have access to our fantastic exclusive Zines, priority access to our ticketed events, and FP league access (with additional discounts and offerings available for VIP membership level); and
- 5) If you are a tax-exempt organization paying for admissions or non-alcoholic food/drink, your expenditures will be tax-exempt with a valid Sales Tax Exemption Certificate (please note, individuals self-paying are not eligible for their organization's tax-exempt status).

Would you consider opening early one day for a group of (fill in the blank)?

Typically, we only open early for occasional holidays, or for private venue rentals. Believe it or not, even on weekdays when we open at 3 p.m., staff is usually present on location first thing in the morning cleaning, repairing our games, taking in deliveries, changing our game line-ups, having meetings, etc. As a result, our daytime pre-open hours are vital to our operations and not something we alter lightly. You can see our private venue rental information in each venue's event brochure. Otherwise, we are open to listening to interesting proposals (please provide as many details as possible), but please know that we receive such inquiries regularly and almost always have to decline.

Would you be interested in participating with our charity?

We pride ourselves on our strong civic involvement and often participate in various charitable endeavors. Every November we run an amazing

25-hour event in our Arlington location raising money with Extra Life for Cook's Children's hospitals; we have sponsored the Tarrant County CASA Fun Run and Dallas Childrens' Theatre; we have partnered with the Make-A-Wish Foundation; we have hosted and contributed to various 501(c) fundraisers; and we have set-up 2 particularly rare games to collect quarters for the North Texas Food Bank. For more information about charitable opportunities, please see our [Charitable Donations and Fundraising sheet](#). For donation requests, please email jessica@freeplayinc.com

**Would you be interested in hosting my tournament/meet-up/
gaming-related watch party?**

We are always interested in great, mutually beneficial partnerships and events. Please note that primary considerations in assessing a potential partnership will invariably include the financial impact and impact to our regular customers/staff. With that in mind, please email your proposal with as many details as you have at your disposal to chris@freeplayinc.com so we can consider it.