

# FREE PLAY ARCADE FAQs

## How does this whole Free Play Arcade thing work?

**The Short Version:** guests pay an entrance fee of \$11.99 plus tax<sup>1</sup> per person in return for admission to our one<sup>2</sup> of our amazing Free Play Arcade locations with unlimited access for the day to all of our arcade and pinball machines. **The Long Version:** is far too long for these FAQs, but there are tons of ways to learn more about what we do – poking around on [freeplayinc.com](http://freeplayinc.com), checking out our Facebook pages, joining our Facebook Community Group at [freeplayhof.com](http://freeplayhof.com), subscribing to our email list at [freeplayinc.com/list](http://freeplayinc.com/list), and reading these FAQs for starters.

## 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](http://www.freeplayinc.com/parties) (there is a contact form if you have additional questions after reviewing our website and materials).

## 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 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](http://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

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<sup>1</sup> Our admission price doesn't change often, but it happens occasionally. If the admission price changes this brochure will be updated accordingly, as will our websites. If you are planning a party in the near future and a small admission pricing increase would be material to you, feel free to inquire with our event coordinator as to whether any pricing increases are expected by the date of your event.

<sup>2</sup> Fun fact: you can use your Free Play wristband to visit as many Free Play locations as you want to drive to that day! It is even possible to hit all 5 on a Saturday or Sunday, but it would be an awful lot of driving!

you have answers to all your questions already/are ready to book through our online system).

### **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, your options are almost certainly limited to reserving a table and pre-ordering food through our [self-service online booking system](#).

### **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](mailto:gayle@freeplayinc.com), [jessica@freeplayinc.com](mailto:jessica@freeplayinc.com) and/or [kelsie@freeplayinc.com](mailto: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).

### **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**.

## **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](http://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!

## **Do you have private party/event rooms?**

To maximize our game lineups, we do not have private party rooms (sorry!). 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).

## **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 July 1, 2023, admission to all locations is \$11.99 plus 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 admissions. 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. Please make sure to review your guest admission tab carefully at the end of your event so that any questions you have can be raised with onsite staff immediately (tab refunds are not available after you have left the premises). Alternative to employing a guest admissions tab, with enough advance notice you may arrange to prepay your admissions through our party planner (please note though that pre-paid admissions are non-refundable even if your actual attendance is less than prepaid).

## **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 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 to 18 years of age and up at 9 p.m. Monday – Wednesday; 2) on Thursdays, Richardson, Arlington, Ft. Worth, and Dallas go 18 years of age and up at 9 p.m., while Denton goes to 21 years of age and up at 9 p.m.; 3) all of our locations go to 21 years of age and up at 9 p.m. Friday and Saturday; and 4) 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. We charge \$20 to reserve a double table (6-8 seats)/booth (6 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/booth reservations must be made at least 48 hours in advance.

@ Arlington: Yes to tables/booths/patios! You may reserve one double table (6-8 seats) or booth (6 seats) in our dining area (if you want to reserve a single patio table instead, email [gayle@freeplayinc.com](mailto:gayle@freeplayinc.com) – we can usually accommodate if we have an available patio that day). We charge \$20 for a reserved table or booth. We highly recommend reserving tables for any weekend event as our dining area is often full during the weekend. We also have two semi-private covered patios that seat ~40 adults (or approaching 60 if your guests are mostly smaller kiddos). A patio can be reserved for \$150 for a three-hour event. Patio, booth and table reservations are limited, and first come, first serve. All reservations must be made at least 48 hours in advance.

@ Fort Worth: Yes to both! You may reserve one table (6 seats) or one booth (seats 4, possibly 6 if everyone is small) in our dining area. We charge a \$20 per reserved table/booth. We highly recommend reserving a table/booth for any weekend event as our indoor seating 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. In addition, we have a semi-private rooftop patio rental available (please see our private event brochure for details).

@ Denton: Yes to booths/table! You may reserve one booth in our upstairs dining area or our large table downstairs (except that our large table is not available on Tuesdays and Wednesdays). We charge \$20 to reserve a booth (4-6 seats) and \$30 to reserve the large table (seats 10, maybe 12 if you want to squeeze in). We highly recommend reserving a table or 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/booth reservations must be made at least 48 hours in advance.

@ Dallas: Yes to tables! You may reserve one table (8 seats) in our dining area. We highly recommend reserving a table for any weekend event as our dining area is often full during the weekend. Table 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 probably not. 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! Your group is welcome to spill over to additional unused booths and tables as needed to eat, but decorations and similar should be kept to your reserved table so that the other tables can be bussed and made available to other guests once everyone goes back off to play. If you are pre-ordering a large volume of food and concerned it won't fit, please reach out to [gayle@freeplayinc.com](mailto:gayle@freeplayinc.com) regarding options.

### **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/booth reservation, we generate and distribute table tents to assist in reserving your table/booth 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! Alcoholic drink tickets are \$6 per drink ticket and include all available beverages priced \$7 or less. Soda drink tickets are \$3 per ticket and can be used for any non-alcoholic beverage priced \$4 or less. You must purchase a minimum of 10 of any type of 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 tickets 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's beverages.

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

Please see your selected 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. Please pre-order food through our [self-service online booking system](#), unless you are a tax-exempt organization, in which case please email [gayle@freeplayinc.com](mailto:gayle@freeplayinc.com) with your selections and tax-exempt form.

## **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 new wave with retro top-40, hip-hop, and modern synthwave, and it's pretty awesome.

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

Celebratory desserts, such as cake, are permitted. Ice cream cakes are permitted, but ice cream outside of a cake is not. 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, 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 note, however, that all pre-ordered items, including pre-paid admissions are non-refundable (although we can give you a pass for a return visit if any remain unused). Please contact Gayle through our [Party Inquiry Form](#) to arrange it.

## **I made a table reservation, or pre-ordered items and/or admissions and my plans have changed - can I get a refund?**

We apologize, but, as indicated on your invoice/our party booking site, table reservations, pre-ordered items, and/or admissions are non-refundable. A big part of the reason for this is that Free Play pays percentage processing fees on your order even if the order is refunded. However, assuming we haven't begun preparing your items, we would be glad to move your event to a later date without charge.

## **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 all pre-ordered food and beverages. Your service charge includes standard 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.

## **How do holidays, winter break, spring break, summer break, and similar affect private venue rental pricing?**

Private venue rentals may not be available on holidays (or may only be available at extra cost). In addition, because our weekday lunch and happy hour pricing is based on the business interruption involved with our normal 3 p.m. weekday opening time, the cost of these venue rentals is higher on early open weekdays. Please inquire as to venue pricing for holidays and early open weekdays.

## **What does a food & beverage minimum mean?**

Your food and beverage minimum means you must spend a minimum of the amount indicated on food, beverages, and team-building services provided by Free Play (and we have been known to include merchandise in a pinch). Tip and service charge do not count towards your minimum, nor do outside vendors booked on your behalf by Free Play. If you do not meet your minimum, the balance will be owed as a fee to bring you up to your minimum; however, we would much prefer to find a way for you to get actual value for your money. If you have concerns about meeting your minimum, please discuss options with us in advance so that we can find a way to make your minimum work for you.

## **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<sup>3</sup>. Any outside caterer you use must have a current health certificate and will need to add Free Play Inc. 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 the greater of 30% of the venue rental fee or 100% of your food and beverage minimum. 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 72 hours prior to your event.

## **What methods of payment do you accept?**

Free Play accepts all major credit cards for all party bookings, as well as institutional checks. For credit card payments, Free Play will invoice you through our Square system via email. Check payments must be received by payment due dates at our corporate mailing address:

Free Play Inc.  
805 Alpha Drive  
Richardson, TX 75081

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<sup>3</sup> Unless you are renting out our Dallas location, in which case, as part of our lease, outside catering is limited to Trinity Groves establishments. Please inquire with our event coordinator for more details.

## **Are there any common payment issues I need to be aware of?**

Just one really: If you are paying by credit card, and you are booking a large event, you may run afoul of your credit card limit(s). If this could be an issue, please check and, if necessary, secure an increase to your credit card limit prior to attempting any payment on your Square invoice. Please note that credit card limits can include a total expenditure cap, a daily cap, and a transaction cap. We take two payments - a deposit and a final payment - for all large events (although you are also welcome to pay in full immediately). If you need us to take a larger deposit to split your payment more evenly, please let us know before you pay the deposit.

## **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 standard staff and gratuity. If you would like additional staff to provide nonstandard services, there may be an additional charge (please contact our event coordinator to iron out the details). If you would like to include additional gratuity, whether before or after your event, please let us know.

## **How does sales tax work?**

Free Play charges the current combined state and local sales tax rate on all services except the service charge associated with your event. If you are a tax-exempt organization, non-alcoholic food and drink, admissions, team-building and merchandise will be tax-exempt with a valid Sales and Use Tax Exemption Certification (please note, pursuant to Texas law, individuals self-paying are not eligible for their organization's tax-exempt status).

## **Is there anything I should be aware of if I plan to leave an additional tip?**

Yes. Modern credit card processors have instituted some really backwards tip processing procedures, including refusing to process tips greater than 100% of a bill under \$200, or greater than 50% of a bill of \$200 more, and refusing to process any tips above \$1000 regardless of the underlying bill. We had this come up several times last holiday season, where an event was paid by invoice, but then an additional large tip for the event was left on a comparatively small bar tab. Our credit card processor refused to process the full amount of these tips. Therefore, if it is your intention to leave a large tip for the party, particularly on a comparatively small tab - *thank you!* - but also please do us a favor and call it to the staff's attention. We have a procedure for running the tip separately so that we can ensure the amount is processed and distributed to our staff in accordance with your wishes, but it requires, among other things, an extra signature from you before you make your way home.



## **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!

## **When can I arrive to set up for my private event?**

Your event organizer and assistants may arrive 15 minutes prior to your venue rental start time in order to conduct necessary setup provided 1) you notify our event coordinator no less than 48 hours in advance of your event that this will be happening; 2) this time is used for setup only; and 3) you understand that our staff will be busy at that time making final preparations for the start of your event. If you need additional time for setup or would like your guests to arrive earlier, please contact our event coordinator for availability and pricing.

## **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 one 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 hire a different DJ for my private event?**

Probably? Please note that any DJ you hire will need to sign off on our Service Performance Contract regarding music licensing and ensure compliance with all applicable noise ordinances. Outside DJs at our Denton, Ft. Worth, and Richardson locations are welcome to plug into our electrical outlets, but otherwise will need to bring their own setups. Outside DJs at our Arlington and Dallas locations must use our built-in DJ booths and there is a \$50 outside DJ fee to cover special event staff's introduction of your DJ to our sound system (per your event contract,

any damages your outside DJ causes to our sound system are your responsibility). Because it requires the involvement of special event staff, outside DJs at our Arlington and Dallas location are subject to special event staff's availability.

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

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. Most of our decorations are time-and-labor-consuming to put up and take down and so it is unlikely we can make much, if any, adjustments for your event, but feel free to inquire with our event coordinator. You are also 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](#).

@ Dallas: There are many parking lots in the commercial part of Trinity Groves development, and you are free to park in any (provided you don't park in spots clearly reserved for valet or similar services). Please note that one of the lots (the east paved lot) currently closes earlier than our operating hours (see posted signage), so avoid parking there/or plan to move your car if you plan on staying later into the evening. The east gravel lot directly opposite Free Play Dallas' east-facing windows and the remainder of Trinity Grove's commercial parking will remain open during Free Play's operating hours (a new sign showing the operating hours for the east gravel lot is expected shortly).

### **Do you sell Free Play Merchandise?**

Yes – lots (and a lot of it is pretty cool, if we say so ourselves)! Visit us at [freeplaymerch.com](http://freeplaymerch.com) for our full selection (local pickup available) or see what we have in-stock on location on your next visit.

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

How flattering! Our insurance does not permit 3<sup>rd</sup> 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](mailto:jessica@freeplayinc.com) and copy [gayle@freeplayinc.com](mailto: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 3<sup>rd</sup>-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](mailto:jessica@freeplayinc.com) and copy [gayle@freeplayinc.com](mailto: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 event calendar is posted regularly at **freeplayhof.com** (search "calendar" if you are having trouble locating the post) and updated as often as we get around to it at **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 \$11.99 plus tax):

- 1) With a valid student ID or qualifying Veteran's ID card<sup>4</sup>, we offer a \$7.99 plus tax 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 \$5.99 plus 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;
- 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

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<sup>4</sup> 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.

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 a couple of 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](mailto: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](mailto:chris@freeplayinc.com) so we can consider it.