



# Diefenbunker

Canada's Cold War Museum  
Musée canadien de la Guerre froide

## Birthday Party Cancellation Policy

Any cancellations or reduction in numbers must be communicated a minimum of two weeks in advance of the booking. Any changes made past the cancellation date will be subject to cancellation fees (see below for prices).

Emergency cancellations are subject to the approval of our Education and Volunteer Manager. Under all other circumstances, our staff must be notified in writing (e-mail or fax) **as well as** a phone call two weeks prior to the visit for any changes and/or to cancel the reservation.

A \$50.00 transfer fee will apply to any changes in program date or time once the cancellation date has passed.

## Method of Payment

Payment is due upon arrival and must be made in the form of Visa, MasterCard, American Express, debit, or cash.

We do not issue refunds for pre-made cheques if the difference between the cheque and the charge is \$50.00 or less.

## Late Arrivals / Change in Numbers

Please be advised that if your group should arrive late, we cannot reduce the admission fee nor can we promise that your group will receive a full program due to possible scheduling conflicts.

It is at the museum's discretion to allow or refuse a group arriving with more visitors than were booked.

### Birthday Party Admission Rates

### Cancellation fees

Birthday Party (up to 12 people)	\$175.00	Birthday Party (up to 12 people)	\$87.50
Additional participants (to a group maximum of 20)	\$10.00	Additional participants (to a group maximum of 20)	\$5.00

Program rates are not subject to HST.

Group size is a maximum of 20 people, including all Birthday Party guests (parents, chaperones and any young children). Please note that the Diefenbunker requires a 1:5 ratio of adults to children, including the museum Guide. Chaperones are required to stay with the group at all times.

Diefenbunker staff reserve the right to end a Birthday Party if members of the group are unruly and/or cause damage to the facility or any person(s) within.

Birthday programs last approximately 2 hours, including 30 mins for refreshments and/or presents. Diefenbunker staff will prepare the party room with tables, seating and garbage cans, depending on client needs.

**Due to current fire code restrictions, we cannot have any open flame in the museum  
This applies to birthday candles, sparklers, etc.**

I have read and agree to the above procedures and recognize that failure to adhere to these rules could result in the refusal / expulsion of the group or additional charges / cancellation fees.