

Shriek Week

All things Shriek Week...
reservations, haunted house, activities, & rules

Frequently Asked Questions (FAQ's)

1. What is Shriek Week?

Palm Beach County's **PREMIER FAMILY HALLOWEEN EVENT**, held at Sugar Sand Park Community Center, during the last two weekends in October. [VISIT WEBSITE FOR ALL ACTIVITIES.](#)

2. What is Shriek Week LITE NITE?

All the fun with lighter frights - a **LESS INTENSE** haunted house with **brighter lights** and modified audio. Recommended for **ages 5-12**, it's on Thursday from 5-9pm. The second haunted walkthrough – Alien Lab, is closed. All other activities are open.

RESERVATIONS

3. How do I secure a space for the Haunted House Tours?

Unlike other haunted houses, we use a **RESERVATION SYSTEM**, so you don't stand in line... with your kids... for hours. Also, **SMALLER GROUPS GO IN**, rather than letting in people all night. It's a **SPECIAL EXPERIENCE** for each group, who get their own "tour" thru the house.

Reservations are made by **HALF HOUR TIME SLOTS**, (ex. 6:30-7pm, 7-7:30pm, etc). Your party may not be the first group called, **so the wait may be up to 30 minutes (that's it!)**

SO...there is **LIMITED AVAILABILITY...** **advance reservations strongly recommended.** Spots fill up and **SELL OUT**. The Haunted House reservations are sold through the [Willow Theatre Box Office \(561-347-3948\)](#), and online with a Webtrac user ID.

4. How will my reservation be confirmed?

YOUR RECEIPT WILL BE EMAILED with your haunted house reservation time, and we will have a **ROSTER AT CHECK-IN** of all reservations. **ID AND RECEIPT REQUIRED AT CHECK-IN.** ***PLEASE NOTE:** a reservation guarantees one time through the haunted house .

5. Can I buy reservations the day of?

Yes, *if there is space available.* **NO SAME DAY RESERVATIONS ON THE PHONE, BUT IN PERSON ONLY.** Advance sales strongly recommend. The Haunted House does SELL OUT.

6. Are there refunds or exchanges?

There are no refunds or exchanges for any Shriek Week sales. **REFUNDS WILL NOT BE ISSUED FOR SCAREDY-CATS.**

7. What do I do when I arrive at check-in?

ARRIVE 10 MINUTES PRIOR TO YOUR RESERVATION TIME. (Ex: for 6-6:30pm reservation - you check from 5:50-6:30. Your tour will take place within the timeslot, not necessarily first. **if you are late, you may forfeit your reservation.**

8. Do adults need a reservation?

YES! A parent/guardian must accompany children 12 & under. **ALL KIDS & ADULTS MUST HAVE A PAID RESERVATION TO GO THROUGH THE HAUNTED HOUSE.** We reserve the right to ask patrons of any age to leave if they exhibit inappropriate behavior.

HAUNTED HOUSE

9. Can I bring kids younger than 7?

All children are welcome and can do many other activities. However, **WE STRESS AGES 7-12 FOR THE HAUNTED HOUSE, (5-12 ON LITE NITE)** where guests are exposed to darkness, loud noises, strobe lights, and creepy actors. **IT IS SCARY.**

10. Is it safe & wheelchair accessible?

We follow safety guidelines set by the City of Boca Raton and follow fire safety precautions. A staff member is present at all times and available to escort patrons who wish to leave. The haunted house is ADA compliant and wheelchair accessible.

11. How long does it take to go through?

ABOUT 7-8 MINUTES, including the indoor haunted house and outdoor haunted trail. Parties of up to 12 people go through, so each guest can enjoy the experience. Parties of more than 12 may need to split into separate groups upon arrival.

OTHER ACTIVITIES

12. How much do the other activities cost?

Activities and entertainment require **ACTIVITY TICKETS**, available onsite, day of the event. Activities are 1-4 tickets to participate. Cash recommended, credit cards and checks are accepted (with ID). **THERE IS NO ATM ON SITE.**

13. Where can I see the Kids' Spooky Films?

The Kids' Spooky Film Festival will be screened **INSIDE THE WILLOW THEATRE** while guests wait in the queue for their Haunted House Tour. You can watch online through October, and vote for your favorite film!

14. Should I wear a costume?

OF COURSE! (Silly question, we know...)

PARK RULES

15. Is alcohol permitted?

The park **DOES NOT ALLOW ALCOHOL BY CITY ORDINANCE (SEC 11-61)**. No intoxicated person will be permitted entry to parks or recreational areas, and if discovered therein, will be ejected forthwith. (Sec 11-62)

16. Can I bring my animal?

Dogs (and other pets) are not allowed in the park by City Ordinance (Sec 11-66). Approved ADA Service animals are permitted. *Animals whose sole function is to provide emotional support, well-being, comfort or companionship do not qualify as service animals under the ADA.*