

FREQUENTLY ASKED PARTY QUESTIONS

WHAT TIME TO COME: Please check in 15 minutes before your scheduled party time. You will be asked to establish a form of payment and give us your guest list. There will be an assigned table with your name on it for your party.

HOW CAN I MAKE THE DEPOSIT: You may make the deposit in person at the rink, we can take a credit card over the phone or you can book and make the deposit online on our website.

REFUND/CANCELLATION POLICY: Parties may be changed or cancelled 7 days before the party date for a refund. No refunds within 7 days of the party date. The cancellation for the private party is 3 weeks prior to the party.

RESCHEDULING POLICY: If for any reason you need to reschedule your party within 7 days of the party date, there is a \$25 rescheduling fee. The rescheduling fee for private parties is \$100.

WHAT IS INCLUDED WITH A PARTY RESERVATION: A party reservation insures a table(s) for your guests for two hours; the ability to bring food into the rink; quad rollerskates; pitchers of drink; playscape wristbands for children 52' and shorter, and a birthday greeting announcement.

CAN I BRING MY OWN SKATES: Quad rollerskates are included in the price of admission. Guests may bring their own skates for the same admission price. Rollerblades are \$4.00 extra and Speed Quad skates are \$5.00 extra. Heely's are not permitted.

CAN I RESERVE SKATE MATES: Skate Mates are available on a first come first serve basis. We do not reserve any skate mates ahead of time. Skates Mates cost \$5.00each for unlimited use.

HOW MANY TABLES DO I HAVE: Tables are reserved based on the number of skating guests/kids you are expecting to actually attend the party. We do not reserve tables for nonskating guests. Experience has shown that the kids only sit at the tables for 10-15 minutes (no exaggeration!), so you may be crowded for a few minutes while they're eating, and then parents will be sitting at an empty table(s) the rest of the time. There is also a minimum number of guests that must be guaranteed based on the number you reserve. □

12 or less guests – 1 table – must guarantee/pay for 8 guests

13 - 20 guests – 2 tables – must guarantee/pay for 13 guests

21 – 30 guests – 3 tables – must guarantee/pay for 21 guests

HOW LONG DO I HAVE THE TABLE: You have the table for 2 hours. During the last 15 minutes, we ask that you put your gifts and all party supplies in the car so we may clean up the table and area for the next party. After that, you may continue to skate.

CAN I HAVE A PRIVATE ROOM: Unfortunately we do not have individual rooms. We reserve a table for you.

WHAT FOOD/DRINKS MAY I BRING : You may bring in pizza, cake, cupcakes, snacks and ice cream. Also bring in all your paper products, ie..cups, plates, napkins, tablecloth, silverware. We have a freezer for the ice cream. **DO NOT BRING ANY DRINKS, ICE CHESTS, GLASS, POPCORN, CROCK POTS OR STERNO INTO THE RINK.** You may have pizza delivered from any pizza company you prefer. No outside drinks including water. The party package includes pitchers of drink. Each additional pitcher is \$4.50. We recommend doing the pizza and cake all at the same time. When you are ready, let us know and the DJ will call your party to the table. This is your party so you can make it as simple or as fancy as you wish.

CAN I BRING DECORATIONS: You may decorate your table with balloons, centerpiece and your paper products. **Please no confetti.** Most parties just have their themed paper products as the decorations.

WHEN DO I GIVE YOU THE GUEST LIST: Just bring the guest list with you on the day of your party. Please list the names of everyone you invited, including the birthday child, whether they've rsvp'd or not. Also please indicate on your guest list if you wish to pay for additional siblings, adults, inlines, skate mates, or playscape

LAST MINUTE GUESTS: Let us know when you give us the list if we can add names, if an unexpected guest arrives. If you find several days out that your list has grown or decreased substantially, more than the original reservation, please call us and let us know as soon as possible.

WILL I BE CHARGED FOR EVERYONE ON THE LIST: As your guests arrive and check in for your party, their names will be crossed off the list. You are charged for all kids that attend the party whether they skate or not.

NON-SKATING PARENTS: Any non-skating adults – parents, grandparents, etc.—accompanying your party are admitted free, and need not be on your guest list. A point which parents often misunderstand is that, when parents are NOT skating, there is no admission charge. **However, once that parent decides to skate, we charge them the same as any other skating guest. Important: since many parents bring children who are invited to parties, and then decide to skate themselves, PLEASE LIST ALL SKATING ADULTS AND SIBLINGS WHO YOU WANT TO PAY FOR!** Unless a skating adult is on your list, they will be asked to pay their own admission. If **YOU** let us know at check in that you want to add or substitute a last minute adult, we will be happy to add them to your party list. We will only add names with YOUR permission.

NON-SKATING KIDS: Any non-skating kids, tag-alongs, siblings, teenagers and other young people under the age of 18, except for kids under 3, will be charged admission whether they skate or not. Please be aware of this if you have a teenager or child over 3 that is helping out or tagging along and does not want to skate. We have found that they will often change their minds and try skating when they see everyone else having fun. Also, **PLEASE INFORM THE PARENTS OF YOUR GUESTS, IN CASE THEY BRING ALONG NON-SKATING SIBLINGS WHO ARE NOT YOUR GUESTS.**

WHEN DO YOU PLAY THE GAMES: We play the games during all scheduled birthday parties about 45min into the party. We do the Hokey Pokey, Limbo, and the races. The games last about 15-20 minutes. We recommend that you not plan to have your pizza and cake around those times so the kids can participate in the games. Also try to have the cake and pizza finished 15 minutes before the end of your party time. We have found there is usually not enough time to open presents because the kids are having fun skating.

Finally, we've found that after the check in and the more the parents can relax, the easier the party goes. The music, friends, games, and skating pretty much keep the kids occupied and there's not much for the parents to do. We want this to be the easiest party you have ever thrown for your child. Bring your camera, visit with the adults, and skate if you like. RELAX! It's over before you know it.

THANK YOU FOR HAVING YOUR PARTY AT PLAYLAND SKATE CENTER!