



# GENERAL INFORMATION/FAQ'S



Please review the information below provided to answer our most Frequently Asked Questions and please do not hesitate to call or e-mail if you have a question not addressed below:

## 1) PARTY PACKAGE/# OF GUESTS PACKAGE

The week of your party adjustments can be made to food, beverage and skate pass requirements to accommodate your group. Please keep in mind the total number of guests attending your party will impact your catering needs but may not affect the number of skaters (many adult guests and grandparents opt not to skate). Pizza, drinks and other food items can be added up to the Thursday the week of your party. Due to supplies and staffing we are unable to fulfill last minute catering requests. Skate passes can be added the day of the party. Please notify your party coordinator.

## 2) ADDITIONAL SKATE PASSES

Additional skate passes can be added to your package up to and including the day of your party. Passes cost \$5 (including skate rental) per additional skater. Many parties elect to purchase additional passes while others will ask guests who bring siblings or parents who choose to stay and skate on their own to purchase the discounted passes themselves.

## 3) OUTSIDE FOOD AND BEVERAGE

Ice Den policy prohibits outside food and beverage and all catering requests are coordinated through our on-site restaurant 18 Degrees and the Chilly Bean Café. If you have special dietary or allergy related concerns please let us know.

## 4) GOODIE BAGS

Party hosts are welcome to bring giveaways or favors for your guests. Please inform our party staff if you plan to bring goodie bags and how/when you would like them distributed.

## 5) DECORATIONS

The party packages include 8 balloons, tablecloths, paper products, cutlery and basic candles. Themes are available for an additional fee. If you wish to bring additional decorations (including Mylar balloons, centerpieces, etc.) please let us know. Please note: confetti, piñatas and silly string are not permitted.

## 6) PARTY ROOMS

Access to party rooms is 10 minutes prior to the scheduled party time. As the rooms host multiple parties and other meetings and activities during the day we are unable to extend the party room time. A party cart is assigned to each party to store gifts and other items when on the ice (either before or after party room access). No exceptions.

## 7) WAIVER

As the birthday parties are held during public skating sessions each guest will receive a skating pass with a waiver on it. Please note, that we are an "at your own risk" facility. Safety standards and policies are displayed for customers to adhere to.

## 8) SKATE TRAINERS

Skate Trainers/Walkers will be provided for all daytime and Saturday evening skate sessions (for safety reasons there are no walkers permitted on Friday night sessions). Walkers are available to party guests at no additional charge but are distributed on a first-come, first-served basis to all public skate attendees.

## 9) ZAMBONI

Based on your schedule party time the Zamboni ride will take place before, in the middle or immediately following the public skate session. Zamboni rides are assigned with priority going to that day's guests of honor. Space permitting an additional rider/sibling can ride for \$10.00.

## 10) LESSONS

Lessons are not offered during Friday and Saturday night public skate sessions, or during public skate sessions held at special times. Participating in lessons is optional – experienced skaters are not required to participate. The lesson is designed to teach beginners the basic techniques to help with balance and getting up after a fall to get the most of their time on the ice.