

Common Party Questions

Q: Do you require waivers?

A: There are no waivers required for roller skating. It is skate at your own risk.

Q: Is there a deposit and/or cancellation policy?

A \$100 deposit is required for reserving your birthday party. Cancellation policy: If canceling BEFORE 14 days until your event date, you are eligible for receiving the \$100 deposit in a gift card format, which you will have 30 days within canceling to pick up. If canceling WITHIN 14 days of your event date, you may transfer the \$100 deposit with a rescheduling of your event. If you need to cancel within 14 days of the event and choose not to reschedule with a reserved package, you may choose to receive \$50 in gift card format for a walk-in birthday party or forfeit the \$100 deposit for a complete cancellation.

Q: How long are the parties?

A: Most parties choose a 3 hour time frame, 2 hours and 15 minutes of skating and 45 minutes of party room time. However, you may stay the entire session if you would like at no extra charge.

Q: How long do we get the room for?

A: 45 minutes

Q: What time do we arrive?

A: 1-2 hours ahead of time depending on your room time. Please refer to your confirmation email for what your arrival time should be.

Q: When do we need a final head count?

A: We do a final bill and head count the day of the party. The week of, we will send an email requesting a guest list of kids' names to check in and take a head count. You are not charged for guests that do not show up outside of the minimum of 8.

Q: EXTRA ADULT POLICY?

A: Adults who are not skating are FREE to stay and spectate. If adults would like to skate, they pay the regular admission and rental fee. You can choose to cover this on your tab or have them pay for themselves. For parties that are bringing in lots of extra adults, please keep in mind that the seating in the party room is prioritized for the paid guests. If you are near the max amount of guests, extra adults might not fit into the party room. The food and drinks included in the package are for package guests only and not extra adults. You can choose to order extra food the day of the party with your host.

Q: Do we get a table outside of the room?

A: Yes, you will have 1-2 tables (depending on your party size) as "home bases" to have before and after the room. Please keep in mind, if you are having a lot of extra adults, you will not be allowed to take over more tables unless approved by our staff which will be based on how busy the facility is. We reserve the right to manage table distribution between birthday parties and public skating customers.

Q: Can we bring in outside food and/or drinks?

A: No, outside food/drinks are STRICTLY prohibited and will not be allowed in with the exception of the dessert designated for the birthday party per health code. There are no exceptions to this rule.

Q: Can we bring in an ice cream cake?

A: Yes, you can bring in an ice cream cake, but scoopable ice cream is not allowed. Please let us know ahead of time if you would intend on bringing an ice cream cake.

Q: Are siblings allowed in the room?

A: Only paid guests in the party package are allowed in the room (with the exception of kids 2 and under). Children who are not part of the package are not allowed in the room.

Q: Can we bring in decorations?

A: Yes, but please keep them to a minimum. Please NO glitter, NO confetti, and NO pinatas. You will have 5 minutes before room time to set up any decorations. Please bring whatever you need to set up. Balloons must have weights. For glow parties, we do not allow anything to be hung up on the walls.

Q: How many pizzas do we get?

A: Pizza count is done according to headcount. We can let you know how many pizzas will get based on your guest count, and that amount is adjust the day of the party according to many guests show up.

Q: Can we order extra food?

A: Yes, you can order all your extra food the day of the party with your party host.

Q: Do you offer gluten free?

A: Yes, we offer a gluten free pizza option. Please let us know ahead of time if there is a food allergy.

Q: Do you offer other upgrades?

A: Yes! Please refer to our birthday party upgrades PDF that is attached with your confirmation email. Some upgrades must be ordered by the Thursday evening before the party weekend, so take a look and the earlier you order, the better!

Q: Is there a gratuity and/or other fees?

A: Yes, there is a 15% minimum gratuity added in for your party host. You can choose to add more if they did a wonderful job! We do not add any hidden event or booking fees, however, there is tax ended at the end of the bill that is the current percentage state tax.

