

BIRTHDAY PARTY F.A.Q.

Q: What's included in my party package?

A: The Spare Package (\$129.99) includes:

- ❖ 2 Bowling Lanes
 - ❖ 12 Bowlers
 - ❖ 12 Shoe Rentals
 - ❖ 12 Free Game of Bowling Cards for a future visit
 - ❖ 2 Mega 16" one-topping Pizzas (10 slices each)
 - ❖ 2 Pitchers of non-alcoholic beverages (60 oz.)
 - ❖ 1 Free Refill per pitcher
 - ❖ 12 Vanilla Ice Cream Cups from our Ice Cream Parlor
 - ❖ 1 Hour and 20 Minutes of **COSMIC** Bowling.
 - ❖ 40 Minutes of additional party time; including the Cha-Cha Slide and Cupid Shuffle with "Pinhead", followed by presents, cake and ice cream!
 - ❖ Party Host to set-up, clean-up, and make sure every element of your party is perfect.
 - ❖ Bowling themed paper plates, cups and napkins
 - ❖ Birthday themed table covers
 - ❖ Plastic utensils
 - ❖ Balloon Bouquet (5 Assorted latex balloons)
 - ❖ 1 Birthday Button for the guest of honor
 - ❖ 1 Birthday Goodie Bag for the guest of honor
 - ❖ 1 Bowling Pin Shaped 32 oz. Water Bottle for the guest of honor
- *Available in: Orange, Pink, Purple, Lime Green or Blue.*

THE SPARE PACKAGE IS VALUED AT OVER \$245.00

A: The Strike Package (\$219.99) includes:

- ❖ Everything in the Spare Package PLUS
 - ❖ 12 Arcade Cards (\$10.00 per Card; \$120 value)
 - ❖ 12 Giant Glow Sticks for use during **COSMIC** Bowling.
 - ❖ 1 Signature Bowling Pin for the guest of honor (\$14.99 value).
- *Authentic "Happy Birthday" bowling pin right from our lanes here at The Alley;
THE perfect souvenir for party guests to sign.*

THE STRIKE PACKAGE IS VALUED AT OVER \$392.00

Q: Do I need to pay for my entire Birthday Package up front?

A: No. We only require a \$50 non-refundable deposit to reserve a 2-Lane birthday party package. Each additional lane added to your package requires an additional \$25 deposit. On the day of your party your deposit will be applied to your party total. Toward the close of your party, your Party Host will present your final receipt for payment. You will remit final payment through your Party Host.

Q: What's the party schedule?

A: Parties run from 12:00 PM – 2:00 PM **OR 3:00 PM – 5:00 PM**

12:00/3:00PM: Parties will begin promptly at this time with opening announcements, instructions, and introductions. Bowling begins.

12:25/3:25PM: Food is delivered to parties.

1:20/4:20PM: The bowling portion of the party is over, and guests will have the opportunity to dance and interact with our mascot "Pinhead".

2:00/5:00PM: The end of the event; all bowling lanes must be cleared. Should you choose to continue your party, your host/hostess will be happy to assist your party in relocating to our ice cream parlor, restaurant, or arcade.

Q: Can I Bring in my own birthday cake?

A: Absolutely! Birthday cake is not provided by The Alley. You may bring in your own birthday cake, cookies, cupcakes or celebratory item. Any other outside food or beverages are prohibited.

Q: What does my Party Host do?

A: All the work for you! Your Party Host will set up and decorate your party space for you before you arrive, as well as clean up your party area for you afterward. Party Hosts will also enter the names of all your bowlers into the computer prior to your arrival and pull the requested shoe sizes for you once you have emailed us your "Bowlers Shoe List".

Party Hosts deliver and serve your food and beverages for you, can assist with lighting birthday candles, cake cutting, and handling any additional food and beverage orders for you. They work to ensure that every element of your party takes place exactly how and when it should, so that you may simply relax and enjoy participating in your child's birthday party.

Q: Should I tip my Party Host?

A: Your Party Host does work on a gratuity basis, IF they have done an excellent job in making your child's birthday party a fun and easy experience for you and your family, we would ask that you tip accordingly. Should you feel the service you received did not warrant a gratuity, please ask to speak to one of our Event Coordinators so that we can help them improve their level of service.

Q: How many bowlers can fit on a lane?

A: Each lane comfortably accommodates a maximum of 6 bowlers.

Q: How many total guests can I have including non-bowlers?

A: There are high top tables directly behind each lane for your additional party guests, however seating is limited to approximately 3 non-bowling party guests for each 2-lane party package, with limited additional standing room. Should you feel your party will require more space, you may need to rent additional lane space to comfortably accommodate your guests.

Once you have an accurate head count of expected bowlers and non-bowlers, please speak to one of our Event Coordinators who will be glad to assist you in determining your individual needs.

Q: What if I have more than 12 Bowlers?

A: "Add-a-Lane" options are available for both the Spare & Strike Packages.

The ½ Spare may be added for just \$64.99 & includes:

- ❖ 1 Additional Bowling Lane
- ❖ 6 Additional Bowlers
- ❖ 6 Additional Shoe Rentals
- ❖ 6 Additional Free Game of Bowling Cards for a future visit
- ❖ 1 Additional Mega 16" one-topping Pizza (10 slices)
- ❖ 1 Additional Pitcher of non-alcoholic beverages (60 oz.)
- ❖ 1 Free Refill per pitcher
- ❖ 6 Additional Vanilla Ice Cream Cups from our Ice Cream Parlor

The ½ Strike may be added for \$109.99 & includes:

- ❖ All of the above PLUS
- ❖ 6 Additional Arcade Cards (\$10.00 per Card)
- ❖ 6 Additional Giant Glow Sticks for use during **COSMIC** Bowling.

Q: What if I have a large number of NON-bowlers, and need extra seating but not extra bowling space?

A: "Add-a-Lane" options, as noted above, would increase your seating area and the amount of standing room available directly behind your lanes. This would also allow you to spread your bowlers out across all of your lanes, decreasing the wait time between bowlers, while opening up seats at the bowler's tables for extra guests.

Q: What payment methods do you accept?

A: MasterCard, Visa, Discover or Cash. Personal Checks are not accepted. For your convenience, an ATM is available at The Alley.

Q: What time should we arrive?

A: 15 Minutes prior to the start of your party is ample. Your Party Hosts will do all the set-up and clean-up for you. You and your guests simply arrive and enjoy the party!

Q: Can we stay longer if we would like?

A: We would love to have you stay and enjoy The Alley with us a little longer! We do however need to clear all of the birthday party bowling lanes & their surrounding seating areas for cleaning, promptly at the close of each party. (2:00 PM/5:00 PM). If you need assistance in relocating your group to the Restaurant, Arcade, or Ice Cream Parlor so that you may continue your party, please ask your Party Host and they will be glad to assist you!

Q: What if I want to decorate in a specific party theme?

A: You are welcome to drop off any themed decorations you would like to use at least 24 in advance. Your Party Host will gladly set up your lanes and tables using the decorations you have provided. Simply drop by the Events office, a minimum of 24 hours prior to your party, with your decorations clearly marked with your Name, Party Date & Time. Our Party Hosts love to customize your party space for you!

Please avoid using confetti as a party decoration.

Q: Can I get the Signature Bowling Pin with the Spare package?

A: Yes. The Signature Bowling Pin may be added to the Spare package for just \$14.99. Available upon request when booking your party, or through your Party Host the day of your event.

Q: Can I purchase extra Bowling Pin Sipper Bottles to give as favors to party guests?

A: Yes. Extra Bowling Pin Sipper Bottles may be added to any party package for just \$6.99 each and make excellent party favors! Available upon request when booking your party, or through your Party Host the day of your event.

Q: What other items should I bring that are not included in my party package?

A: Party packages do not include birthday candles, favor bags for guests, cake knife/servers. Most people prefer to bring these items on their own. Should you forget anything the day of your party, our Events office does carry a variety of products, available for purchase through your Party Host.

Q: Can I purchase additional balloons for my birthday party?

A: Yes. Your party package includes a bouquet of 5 multi-colored latex balloons. We also offer Mylar "Happy Birthday" balloons, which may be added when booking your party, or at least 24 hours in advance for just \$3.99 each. Additional latex balloons are also available for just \$.99 each. Additional balloons will be added directly to your balloon bouquet unless otherwise requested when ordering.

Q: Can we order additional food for our party?

A: Yes. Please see our [Pizza Menu](#) and our [A La Carte Menu](#). Any of our menu selections may be added directly to your party package at the pricing shown.

Q: When should we place our order for additional food?

A: Pre-ordering 24 hours or more in advance makes things run much smoother on party day, however if this is not possible, you may also order additional items the day of your event directly through your Party Host. However, on the day of your party, you will **not** be able to order from our A la Carte menu.

Q: What if I need to cancel one of my lanes?

A: Our Birthday Party Packages are available with a minimum of 2 lanes. If you have booked add-on lanes that you need to cancel, we require a minimum of 72 hours prior to your party. Please contact our events office so that we may assist you in re-designing your party package to best suit your needs. With 72 hours' notice, any additional deposit amount will be applied directly to your party total.

Q: Do you have bumpers?

A: Yes. The Alley is equipped to turn the bumpers feature on or off for each individual bowler. You may indicate on your bowlers shoe list which bowlers would like bumpers. Last minute changes made be made the day of your party through your Party Host.

Q: Do you have ramps for younger children?

A: Yes. We do have a limited number of ramps, and most if not all are generally in use on birthday party days. We would encourage you to place bowlers using the ramps on the same lane when possible, as ramps may need to be shared between neighboring lanes at times.

Q: When/where do we get in line for our bowling shoes?

A: No need to wait in line! Your confirmation email includes a Bowler's Shoe List & Lane Assignment form. Simply obtain the shoe sizes as your guests RSVP, complete & return the form at least 24 hours prior to your party, and your Party Host will take care of the rest for you!

Q: What if I forget to return my Bowlers Shoe List?

A: Your Party Host can still assist you the day of your party. Returning the Shoe List early simply ensures you get the maximum amount of bowling time, rather than spending the first 20 minutes of your party entering bowlers' names, getting shoes, and setting up the bumpers feature for those who would like to use it. Submitting your form in advance means all of this is ready for you when you arrive!

Q: What if I need to re-schedule?

A: We want your party to be a success! Should you need to re-schedule, please contact our Events Office at least 72 Hours before your party and we will be glad to assist you. Your deposit will then be applied to your re-scheduled event.

****Deposits are not refundable for cancellations made with less than 72 Hours' notice.***

Some Helpful Hints to Ensure a Successful Party!

- All bowlers must wear bowling shoes
- Adults providing assistance to children who are bowling, also must wear bowling shoes
- Keep all limbs out of the ball return
- Stay behind the black foul line
- Beyond the black foul lines, the lanes are incredibly slick!
- Do not run to the approach
- One bowler, throwing one ball at a time, per lane
- Alert your Party Host if a ball gets stuck on the lanes
- Alert your Party Host if balls are not returning via the ball return
- If the balls are not returning via the ball return, DO NOT continue to throw additional balls
- Do not allow bowlers to throw balls into the gates on the lanes
- Alert your Party Host to any spills
- Please, **NO** running in the center!

The Events Team is available to answer any additional questions.
We can be reached at 813-672-8353 or events@funatthealley.com

The Alley at Southshore is not responsible for loss or damage to any personal belongings or gifts brought in from the outside by you or your guests.