

SUNDAY V.I.P. BIRTHDAY PARTY F.A.Q.

Q. What day are the V.I.P. Birthday Party Packages offered?

A. Sunday V.I.P. Birthday Party Packages are exclusively offered **on Sundays ONLY**.

Q. What time are the Sunday V.I.P. parties offered?

A. There are (2) timeslots from which to choose: **12:00 PM – 2:00 PM** -OR- **3:00 PM – 5:00 PM**

Q: What's included in my Sunday V.I.P. party package?

A: The Sunday V.I.P. Party Package (\$329.99) includes:

- (2) V.I.P. Suite Bowling Lanes
- (12) Bowlers, including the birthday child / children.
- (12) Bowling Shoe Rentals
- (2) Mega 16" 2-topping Pizzas (10 slices each)
- (40) Boneless Wings (in your choice of 1 flavor)
- (1) Party Platter of Chips & Salsa **OR** (1) Party Fries Platter (Plain or Seasoned)
- (2) Pitchers of non-alcoholic beverages (60 oz.)
- (1) Refill per pitcher
- (12) Ice Cream Cups from our Ice Cream Parlor in your choice of Chocolate, Vanilla or Swirl
- (12) Giant Glow Sticks that are great for use during **COSMIC** Bowling
- (12) Arcade Cards with Lanyards (\$10.00 per Card; \$120 value)
- (1) Hour and 20 Minutes of **COSMIC** Bowling.
- (40) Minutes of additional structured party time; including the Cha-Cha Slide with "Pinhead" and birthday child recognition, followed by cake, ice cream & presents!
- A team of Party Hosts to set-up, clean-up, and make sure every element of your party is perfect.
- (1) Balloon Bouquet
- Bowling themed paper plates, cups and napkins
- Birthday themed table covers
- Plastic utensils
- Exclusive V.I.P. Suite Cash Bar with Bartender for adult party guests.

PLUS: For the Birthday Child Only:

- (500) Prize Tickets loaded directly onto their Arcade Card
- (1) Birthday Button
- (1) Birthday Goodie Bag
- (1) 32 oz. Bowling Pin Shaped Water Bottle
Available in: **Red, Orange, Pink, Purple, Lime Green or Blue*
- (1) Signature Bowling Pin (\$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 SUNDAY V.I.P. PACKAGE IS VALUED AT OVER \$480.00

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 2-Lane package added to your reservation requires an additional \$50.00 non-refundable deposit. On the day of your party your deposit is applied to your party total. The balance due is payable through your Party Hosts on the day of your event, just prior to the conclusion of your party.

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: 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, cupcakes or other decorated celebratory item. ***All other outside food or beverages are strictly prohibited.***

Q: What time should I arrive for my party?

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: What if one of my guests is late?

A: Late guests can jump right in! As long as you have reserved lane space for them, your late guest can join in whenever they arrive. Simply ask your Party hosts and they will be happy to assist you in getting shoes & adding the bowler to their lane. All bowling time will begin & end at the same time, no additional time will be made available to guests who arrive late.

Q: What's the Sunday V.I.P. party schedule?

A: Parties run from 12:00 PM – 2:00 PM or 3:00 PM – 5:00 PM.

The parties are **VERY organized events which run on a VERY firm schedule.** They will begin **promptly at 12:00 PM and 3:00 PM.** Start time will **not be delayed** due to late arrivals.

12:00 PM / 3:00 PM:

- Parties start promptly at 12:00 PM / 3:00 PM
- Party Host Introductions & Announcements
- Party Hosts will review bowling safety & instructions with guests
- Bowling lanes come on & bowling time begins.
- Start time will **not be delayed** due to late arrivals.

12:30 PM / 3:30 PM:

- Pizzas & additional pre-ordered Party Food is served by your Party Hosts.

1:20 PM / 4:20 PM:

- The Bowling portion of the party concludes
- Our mascot Pinhead joins all party guests at the head of the lanes for the Cha-Cha Slide.
- Birthday Children are recognized individually at the head of the lanes.
- Time for birthday cake, ice cream & presents!

2:00 PM / 5:00 PM:

- Party Host will present receipt for balance due on party
- Final payment is remitted through Party Host
- Party Concludes
- V.I.P. Suite is cleared for clean-up
- Time to head to the Arcade!

Q: When do the children use their Arcade cards included in the Sunday V.I.P. package?

A: After the conclusion of the party time on the bowling lanes (2:00 PM/5:00 PM). Arcade time is the perfect way to wind down your birthday party, giving the kids something fun to do while waiting for parents to arrive to pick up their children. When heading to the Arcade, please be sure to take all gifts, party items & other personal belongings with you, as lane clean-up begins promptly at 2:00 PM / 5:00 PM to prepare for the next set of parties. Your Party Hosts will be glad to assist you should you need any extra hands in gathering your items.

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 Hosts.

Q: Do you have ramps for younger children?

A: Yes. Each lane will have its own bowling ramp readily available for use by your guests if desired during your party. If you prefer not to use the ramps, simply inform one of your Party Hosts & they will gladly clear it out of the way for you.

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

A: No need to wait in line when you return your bowlers' shoe list! Your confirmation email includes a Bowlers' Shoe List & Lane Assignment form. Simply obtain the shoe sizes as your guests RSVP, **complete and return the form no later than 5:00 PM the Thursday prior to your birthday party** and your Party Hosts will take care of the rest for you!

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

A: Your Party Hosts can still assist you at the start of your bowling time. **Returning the Shoe List by the deadline simply ensures you get the maximum amount time to bowl, rather than spending the first 20 minutes of your allotted time 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! Please keep in mind, your bowling time begins promptly at 12:00 PM / 3:00 PM & concludes promptly at 1:20 PM / 4:20 PM. **Additional bowling time will not be afforded due to non-receipt of shoe lists prior to the deadline above.**

Q: What if I return my Bowlers' Shoe List before my party, but after the deadline?

A: Shoe lists received after the deadline will be handled by your party hosts at the start of your party. Your Party Hosts operate on a strict schedule to ensure your Party space is set up properly for you prior to your arrival. Once they have completed this portion of their job for you, they will be happy to assist you in gathering shoes & entering names prior to being at their designated station for opening announcements or immediately following announcements, as time allows.

Q: What do my Party Hosts do?

A: All the work for you! Your Party Hosts will arrive early to set up and decorate your party space for you before you arrive, and they will stay late after the party to handle all the clean-up for you as well. Party Hosts deliver and serve your food and beverages for you, can assist with lighting birthday candles, and cake cutting. **Your Party Hosts can also handle any additional food and beverage orders for you & your guests.** 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"**. They work hard 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: Is my Party Hosts' gratuity already built-in to my party total?

A: No. You determine the gratuity amount you wish to leave your party hosts based on the level of service you have received during your party.

Q: What is an appropriate tip for my Party Hosts?

A: Your Party Hosts do work on a gratuity basis; when 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 suggest that you tip accordingly. Should you feel the service you received did not warrant an appropriate gratuity, please ask to speak to one of our Event Coordinators so that we can help them improve their level of service.

Q: Can I add my Party Hosts' gratuity directly to my credit/debit card?

A: Yes. If you are paying by debit/credit card, you may simply add your Party Hosts' gratuity directly to your total when cashing out at the end of your party. If you prefer, you may choose to leave a cash gratuity directly with your Party Hosts. **Please note, we cannot run a debit/credit card for a gratuity only.**

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 pair of lanes for your non-bowling party guests, as well as additional pub tables and bar stools directly behind your reserved lanes within the V.I.P. Suite. Please respect your neighbor's rented party space during your V.I.P. Suite party, as they will also be expected to respect yours. V.I.P. Suite lanes are very limited, with only 8 total lanes available for each party time slot. We recommend visiting our V.I.P. Suite prior to making your reservation, to ensure you have rented the appropriate amount of party space to comfortably accommodate your guests. Our Events Team will be happy to assist you in making the appropriate size reservation for your specific party.

Q: What if I have more than 12 Bowlers?

A: Sunday V.I.P. Birthday parties that exceed 12 bowlers will require an additional 2-lane package to accommodate up to 12 more bowlers.

Q: Can I reserve just an additional ½ package?

A: No. Sunday V.I.P. Birthday party lanes are only available reserved in pairs of 2.

Q: What if I have less than 12 kids attending?

A: The minimum Sunday V.I.P. Party size is (1) Package for up to (12) kids. You will still receive the full quantity of everything included in the Package size you have selected, regardless of turnout. You are welcome to share any extra items with parents / adults attending your party.

Q: What if I have more than 1 birthday child?

A: No problem! "Extra Birthday Child bundles" may be added at a discounted rate of \$27.99 per child for the Sunday V.I.P. package. You will receive an additional set of all "birthday child only items". All other items in your birthday party package will include the same total quantity of everything included in the package size you have selected, regardless of the number of birthday children. A 12-person party package is still for 12 total guests, the only change will be how many of those guests receive the additional "birthday child only" items.

Q: What's included in the Sunday V.I.P. Birthday Child Bundle for \$27.99?

A: All Sunday V.I.P. Birthday Child Only items: You will receive (1) additional Bowling Pin Shaped Water bottle in your choice of color, (1) additional Signature Bowling Pin for guests to sign, (500) additional prize tickets, (1) additional Goodie Bag and (1) additional Birthday Button, as well as being included in the Birthday Child honors at the head of the lanes. If you have purchased (1) Sunday V.I.P. Party Package you will still be able to accommodate a total of 12 children: 2 birthday children + 10 more guests.

Q: Can I add or remove lanes/packages on the day of my party based on actual attendance?

A: No. All Birthday Party lanes are assigned in advance to accommodate the exact party size of each individual reservation and cannot be modified up or down on the day of the party. **The specific size of each party must be finalized no later than 5:00 PM on the Wednesday prior to your party. We strongly recommend including an RSVP date on your invitations that allows you ample time to follow up with any guests you are unsure of, so that you may confidently finalize the appropriate party size with our Events Office prior to the deadline.**

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

A: Additional package options, as noted above, would increase your seating area at and around your V.I.P. Suite bowling 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 bowlers' tables for extra guests.

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 the entire V.I.P. Suite promptly at the close of each party. (2:00 PM / 5:00 PM). Should you wish to continue ordering food and beverages at that point, please remit your final balance due to your Party Hosts to close out your party & they will gladly assist you in transitioning over to our restaurant area, ice cream parlor or arcade area based on availability at the time.

Q. Do you offer any Birthday Party packages on Saturdays?

A. Yes. There are (3) alternate Birthday Party Packages offered on Saturdays. The Ultimate Arcade Party (*Arcade only, no Bowling*) or our Saturday Spare & Strike Birthday Party Packages! Please visit our website for details on these three awesome party packages or contact our Events Team for additional information.

Q. Will my party be in the VIP Suite?

A. Yes. Sunday V.I.P. Birthday Parties take place in our exclusive 8-Lane V.I.P. Bowling Suite. If you prefer to hold your birthday party on our Main Lanes, we do offer the option of 2 different Saturday Birthday Parties, the Spare & the Strike. Please visit our website or contact our Events Team for more information on either of these options & we will be happy to assist you.

Q. Will it be COSMIC Bowling in the VIP Suite?

A. Yes. The Alley at Southshore offers COSMIC Bowling on ALL of our lanes at various designated times, one of which is during the bowling portion of our Sunday V.I.P. birthday parties. If you love COSMIC Bowling, be sure to visit the "Specials" section of our website to stay up to date on the most current COSMIC Bowling specials throughout the week!

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. However, all outside decorations must be pre-approved by our Events Office & received no later than 5:00 PM on the Thursday prior to your party. Your Party Hosts will gladly set up your tables using the themed party decorations you have provided. Simply communicate your decorating plans to our Events Team & drop your party supplies by the Events Office, clearly marked with your Name, Party Date & Time, your Party Hosts will take care of the rest for you!

Q: Are there any restrictions on outside party decorations?

A: Yes. *NO CONFETTI, GLITTER or SILLY STRING ALLOWED* anywhere in The Alley.

Due to a variety of factors including, but not limited to safety, time & party space constraints, we cannot guarantee all outside decorations can be accommodated. Proper communication with our Events Team regarding the details of your specific decorations will ensure any unforeseen complications or disappointments are avoided. We want to make sure your party is amazing!

Q: Can I bring in my own decorations on party day & set them up myself?

A: No. In order to ensure that ALL of the parties scheduled for the day of your event run smoothly, any & all outside decorations must adhere to the guidelines above.

Your Party Hosts will arrive early & take care of all your decorating needs and party set-up for you.

Exceptions include: your birthday cake or cupcakes, cake server & candles, helium-filled balloons which have already been inflated, and outside goodie bags to be sent home with your guests. Just let our Events Team know when confirming the details of your party the week prior if you plan on bringing any of these items in with you on the day of your party & we will ensure your Party Hosts have the appropriate table space set-up to accommodate your needs prior to your arrival. **All other decorations, to include table covers, plates, cups, napkins, centerpieces, banners or signs, etc. must go through our Events Office no later than 5:00 PM on the Thursday before your party.**

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

A: Party packages do not include birthday candles, cake knife/servers, or goodie bags for party guests.

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 directly through your Party Hosts.

Q: Can I purchase extra Goodie Bags to give as favors to party guests?

A: Yes. Goodie Bags may be added as party favors for your guests for just \$1.99 each. Available upon request when booking your party, or through your Party Hosts 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 Hosts the day of your event.

Q: Can adults bowl if we do not have enough kids show up?

A: Absolutely! It's your party, and let's face it – grown-ups often have every bit as much fun as the kids! Plus, who doesn't enjoy the opportunity to see their parents act like over-grown kids now & then! (1) Strike or Spare package includes up to (12) total shoe rentals that may be used by anyone you like.

Q: What if I don't have as many kids as I planned for and none of the adults want to bowl?

A: Spread your bowlers out evenly across all of your lanes to ensure each child gets the maximum number of turns during the bowling portion of your party. If you end up with only 3, 4 or 5 bowlers per lane instead of 6, then your party guests will simply end up getting to bowl more, as their turn will come back around much more quickly.

Q: Do Arcade Cards included with the Sunday V.I.P. package expire?

A: Yes. You have (1) year from the date of issue to activate new Arcade Cards, by using them the first time. After that, they do not expire and any new funds added to your cards will remain on them until they have been used. Any prize tickets won will remain on your card until they have been redeemed at the prize counter.

Q: Are there any other special discounts offered to birthday party children & their guests?

A: Yes. During your party, your Party Hosts will offer a discount on additional Arcade Cards limited to you & your party guests. You may purchase additional **\$10.00 Arcade Cards for \$7.50** or additional **\$20.00 Arcade Cards for just \$15.00**. Please note, this discount is not available through the Arcade Kiosks, at the Arcade Counter or Front Desk. It is only available through your Party Hosts during the course of your 2-Hour party time.

Q: How much are refills on soft drinks?

A: You will receive (1) Free Refill per pitcher with your Sunday V.I.P. Party Package. Additional Refills are available through your Party Hosts at \$4.99 per pitcher. Pitchers ordered at the Snack Bar, or restaurant, are subject to the current price.

Q: Can I purchase additional balloons for my Sunday V.I.P. birthday party?

A: Yes. Your party package includes a bouquet of 5 multi-colored latex balloons. **We also offer Mylar “Happy Birthday” balloons, as well as additional latex balloons, which may be added when booking your party, or at least 24 hours in advance at the current market rate.** Additional balloons will be added directly to your balloon bouquet unless otherwise requested when ordering.

Q: Can I add extra balloons the day of my party?

A: No. Helium-filled balloons are only available by pre-order no less than 24 hours prior to your party. No Exceptions.

Q: Why is the cost of helium-filled balloons not a fixed price?

A: There is currently an increasing global shortage of helium, resulting in a constantly changing increase in cost to suppliers & their customers alike. Please contact our Events Team for current market rates on any & all helium-filled balloons not already included in your party package.

Q: Can we bring in our own balloons from another store?

A: Yes. You are welcome to bring in your own helium-filled balloons to enhance your party decorations on the day of your event.

Q: Can I bring in my own balloons for you to inflate?

A: Yes. We will gladly inflate outside balloons for you at the current market rate per balloon, based on size. Outside balloons must be brought into our Events Office **no later than 5:00 PM by the Thursday before your party** with any other decorations you wish to use, if you would like for us to inflate them. The Alley at Southshore is not responsible for any damage to outside balloons during inflation. **We cannot inflate outside balloons that are brought in the day of the party.**

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 pre-ordered & added directly to your party package at the pricing shown.

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

A: Pre-ordering in advance makes things run much smoother on party day. Please contact our Events Office **no later than 5:00 PM the Thursday prior to your birthday party** to finalize your food order. You may also order additional items from our regular Restaurant Menu on the day of your event directly through your Party Hosts however, food orders placed during your party cannot be guaranteed & will take longer to be delivered. ***Items from our A la Carte menu are not available the day of your party, these items are only available at the A la Carte prices on a pre-order basis.**

Q: What if I need to Re-schedule my party for a later date?

A: We want your party to be a success! Should you need to re-schedule, please contact our Events Office no later than 5:00 PM the Wednesday prior your party and we will be glad to assist you. **Deposits are NON-REFUNDABLE but may be applied to your re-scheduled event with proper notice as outlined above.*****

Q: What if I need to cancel my Sunday V.I.P. party?

A: Please contact our Events Office. While your ***deposit is NON-REFUNDABLE***, with proper notice, it can be applied elsewhere in the center for up to 90 days from the date of cancellation. Should this occur, please discuss available options with your Events Coordinator.

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

A: Our Sunday V.I.P Birthday Party Packages are available in increments of 2-Lane packages only. If you have booked additional packages that you need to cancel, this must be done no later than 5:00 PM the Wednesday prior to your birthday party. Please contact our Events Office so that we may assist you in re-designing your party package to best suit your needs.

Q: What is the deadline to cancel my Sunday V.I.P. party & not lose the use of my deposit?

A: No later than 5:00 PM the Wednesday prior your party. Any other cancellations made after this date & time, including no-shows, will result in forfeiture of your deposit.

Q: What if I am unable to cancel prior to the Wednesday before my party?

A: No-shows, or Cancellations made after 5:00 PM the Wednesday prior to your birthday party, will result in forfeiture of the ***NON-REFUNDABLE deposit.***

Q: What if I am unable to use my deposit within 90 days from the date of cancellation?

A: Un-claimed deposits will be forfeited if not used within 90 days of the date of cancellation.

Q: How do I use my non-refundable deposit elsewhere at The Alley?

A: **Simply contact our Events Team.** We will be happy to assist you in making sure your deposit is readily available to you whenever you would like to utilize it prior to the 90-day expiration date.

Q: Can I walk in & use my deposit at any time?

A: No. The use of any non-refundable deposit funds must be scheduled through our Events Office no less than 24 hours in advance, to ensure proper identification & distribution.

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!

Important dates to remember:

5:00 PM the WEDNESDAY prior to your party

**Lane Changes*

Any cancellations or changes to the number of lanes for your party must be finalized no later than 5:00 PM the Wednesday prior to your event.

Please complete the following no later than

5:00 PM the THURSDAY prior to your party

**Shoe Lists submitted via fax or email*

**Food Orders placed through Events Office*

**Custom Decorations dropped off to Events Office*

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.