

Frequently Asked Questions About Fleetway Birthday Packages



- 1. How far in advance should I book a birthday party at Fleetway?**
We recommend that you book a standard birthday party package (up to 20 attendees total) at least four weeks in advance. For parties of 21+ attendees, we recommend booking through our Special Events Office at least one month in advance, due to limited larger room availability.
- 2. How far in advance should we arrive for the party?** We ask that all party attendees arrive 15 minutes before your party start time. This allows time to obtain food and drink orders, and get the children fitted for bowling shoes if they are bowling. Please do not arrive any earlier than 15 minutes prior as our party hosts will not be able to assist you as they will be servicing other parties.
- 3. Are we able to enter the room early to set-up anything?**
Due to the rotation schedule we use for our birthday parties, your room won't be available until about 15 minutes before your party is taken to the room. For decorations, we recommend balloon bouquets as they are easy to place and remove. We ask that nothing be taped to walls.
- 4. What is provided in the room?** We provide small plain white plates, forks and napkins for your party, as well as plastic cups if needed. We do not supply placemats or tablecloths, but you are welcome to bring your own if you would like. Loot bags are not provided, but you are welcome to bring them for your party. Please remember to bring your own candles for your cake.
- 5. Is there a host or hostess that helps us throughout the party time?**
At Fleetway, our party host will check you in, gather the food orders and then take you to where your activity will be. Once the rules have been given and your group is settled at their activity, the host will remove themselves to return later when it is time for the party to go to the party room. At that time, our host will gather the party and take the group to the room. After making sure you have everything you need, the host will leave you to run the party as you wish during your hour in the room.
- 6. Can we bring piñatas to hang in the room?** We are sorry, but Piñatas are not allowed in party rooms. There are many difficulties associated with hanging them, as well as potential damage to the room (and sometimes the parents!) during the game.
- 7. What are the food options with the Kid's Birthday Party Package?** We have two food options at Fleetway: Dairy Queen and Pizza Projekt. There are limited menu selections available that can be placed with your Party Host when you arrive for the party. You can also purchase items from the complete menu within each restaurant, with separate payment to the restaurant. Purchased items (except alcohol) can be brought to the party room during your room use time. Please note that no outside food or beverages are permitted at Fleetway (except your own birthday cake - see #8 below.)
- 8. Can we bring in our own cake for the party?** Yes. When you book a Kid's Birthday Party Package, we make one exception to our "No outside food or beverage policy" and allow you to bring in your own birthday cake, if desired, to be eaten in the party room.
- 9. Is there an age limit for your Birthday Party Packages?** Fleetway's Bowling and Glow-Golf birthday party packages are designed for children ages 5 to 12, and all children who participate in the Bowling Birthday Package must be old enough to wear bowling shoes. Our bowling shoe sizes begin at children's size 6. The Play Centre Birthday Package is designed for children ages 4 to 12, and all children and supervising parents in the Play Centre area must wear socks. (Socks are available for purchase, if needed.) Please review all Play Centre Rules at FleetwayFun.com.

Do you have any other questions? Please call us at 519-472-9310.

August 2017