



WHAT TO EXPECT ON PARTY DAY

Below please find a brief outline what you and your guests can expect upon arrival at the Ice Den

PARTY ROOM PRIOR TO PUBLIC SKATE SESSION

- 1) Guests should plan to arrive 5-10 minutes prior to the scheduled party time.
- 2) A member of the party staff will be at the Party Check-In podium located in the lobby to share your room assignment and location.
- 3) 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.
- 4) Your party host(s) will serve your guests cake, drinks and any other catering items ordered followed by present opening (should you choose).
- 5) The party host will distribute skating passes to those participating in the public skate session and those guests will proceed to the skate rental counter to retrieve their skates.
- 6) A member of the party team will meet the guest of honor in the party room to escort the rider to the Zamboni Room 5-10 minutes prior to the scheduled Zamboni ride.
- 7) Guests not skating are asked to relocate to the bleachers, the lobby or 18 Degrees to watch the session.
- 8) If a lesson is booked, a skating instructor will identify your party by the colored sticker on the skating pass and provide a brief lesson to interested skaters.
- 9) Gifts, cards and any other party items will be placed on a party cart in the lobby near Admin until the skate session concludes.

PARTY ROOM FOLLOWING PUBLIC SKATE SESSION

- 1) Guests should plan to arrive 10-15 minutes prior to the scheduled public skate session.
- 2) A member of the party staff will be at the Party Check-In podium to provide passes to the skating guests and will direct those guests to the skate rental counter to retrieve their skates.
- 3) Gifts, cards and other items will be placed on a party cart that will be moved into your party room following skating.
- 4) Guests not skating are asked to spectate in the bleachers, relax in the lobby or 18 Degrees to watch the session.
- 5) If a lesson is booked, a skating instructor will identify your party by the colored sticker on the skating pass and provide a brief lesson to interested skaters.
- 6) The guest of honor will be required to exit the ice surface 10 minutes prior to the scheduled Zamboni ride to be escorted by a member of the party team to the Zamboni Room.
- 7) At the conclusion of the skating session, guests will enter party room where your party hosts will serve cake, drinks and any other catering items ordered followed by present opening (should you choose).
- 8) 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.