

Birthday Party FAQ's for Mount Clemens Ice Arena

- 1. What does the package include (how much food/drink)?**

The regular and deluxe packages include skating during public skate, skate rental, a private party room for 3 hours, all paper products, balloons, printable invitations online, gift for the birthday child, a hostess, set up and clean up. Each package also includes one ice cream cup and one beverage per guest. In addition, the deluxe package includes a meal choice.
- 2. What are my meal choices?**

One Slice of Pizza and a bag of chips or a Hot Dog and a bag of chips are included in the package.
We participate with Jets Pizza and Jimmy Johns and can add food to your party such as subs, pasta, salads, and more when you book your party.
- 3. Can we order extra food during the party?**

During the party we can obtain extra food for you via our concession stand menu.
- 4. What kind of pizza do you offer?**

We have Jets Pizza for our parties. We also offer Jimmy Johns
- 5. How many slices in a large pizza?**

10 slices
- 6. Can we bring our own food and drinks?**

You may bring a cake or cupcakes, but no other outside food is allowed.
- 7. What are the costs of the package?**

Regular is \$10/Deluxe is \$12 per person
- 8. What times are the parties offered?**

Friday 6-9pm, Saturday 1-4pm, 2-5pm and 6-9pm, Sunday 1-4 and 2-5pm
- 9. When can I get into the room?**

You may arrive 30 minutes prior to your party beginning
- 10. What time do we eat?**

You can choose to eat before (1pm) or after (4pm) the afternoon public skate. Evening parties eat at 6pm.
- 11. Is a deposit required to hold my party date?**

Yes, a \$25 deposit is required to book your party. We accept master card, visa and discover over the phone, or you may drop off or mail in payment.
- 12. How much is it for guests that don't want to skate?**

There is no cost for guests that do not want to skate. You may order extra food for them
- 13. How much is it for the adults to skate?**

The adults that wish to skate may either purchase individual public skating (\$5.00 adults/\$4.50 student/senior/children) and skate rental passes (\$3.00) or you may have this added to your bill.

14. Should we tip the party host?

All of our employees are fully compensated. If you feel that you have received superior customer service and wish to provide the host with a tip, you will need to do so with cash or check. Tips cannot be added to your invoice by the host.

15. When is the final payment due?

Final payment is due on the day of the event. Your party host will provide you with a final invoice at the event and collect payment.

16. What payment methods do you accept?

We accept cash, check, Master Card, Visa, Discover and Debit Cards.

17. How do I book the party?

You may email (carly@mountclemensicearena.com) or call (586-307-8202) and speak to an arena manager to initiate your inquiry.

18. How far in advance do I need to book our party?

The longer you book your reservation in advance, the more choices you will have available for date and time. We recommend at least one or two weeks at a minimum.

19. How many people can we bring to the party?

We require a minimum of 10 people in the party package. Our rooms accommodate up to 35 people.

20. Is the party room decorated?

We put tablecloths and balloons in the room along with festive paper products

21. Can we bring our own decorations?

You may bring party bags, table decorations and extra balloons. We do not allow confetti and piñatas

22. What do we do when we arrive?

You may go straight to the party room or check in at the pro shop upon arrival.

23. Can we stay in the room after the party?

We ask that you vacate the room after your party so the staff may prepare for the next event

24. Who is responsible for clean up?

MCI AFC will take care of the clean up for your hassle free party!

25. What if I need to cancel the party?

Please call the rink if you need to cancel and we will try to reschedule.

26. What size skates do you offer?

We offer toddler size 8 through adult 14

27. How do we determine what size skate we should wear?

Our skates run pretty true to shoe size. We only have whole sizes.

28. Can we wear skates in the party room?

You may NOT wear skates in the party room.

29. What type of clothing should we wear for skating?

Warm comfortable clothing along with gloves, socks and helmet (for younger patrons). The rink is about 55 degrees.