Party Planning FAQs

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What if I'm not absolutely sure about my party's final headcount?

We get it! Party guests don't always RSVP. And that's okay, just give us your best estimate for now. You'll be able to lower your headcount up to 1 days prior to your event. And don't forget, you can add to your headcount up until the day of your party! (Additions are based on lane availability.)

How many people are assigned to each lane?

A maximum of 5 people may be assigned to a single lane. To determine how many lanes you'll need, just divide the total number of guests by 5 (and remember to add an extra lane for any remaining guests). For example, if you have between 7-10 people in your party, you will receive 2 lanes for your event.

What is your cancellation policy?

Need to cancel? That's fine, we just need some lead time. You can cancel your event up to 7 days before the date of the event for a full refund. Unfortunately, if you cancel your event less than 7 days before the event date, we are unable to cancel your reservation or issue a refund.

What if I want bumpers during the event? (We expect a lot of gutter balls.)

Then bumpers you shall have! Whether you've got kids on the lanes or adults who hate gutter balls, bumpers are available and can be requested at any time, right up through when you show up for your event. If you haven't completed your reservation, just indicate your request for bumpers in the "additional information" box of the Guest Info section.

What if I want glow-in-the-dark bowling? (aka cosmic bowling)

That's great! We love cosmic bowling too! It's lots of fun (especially for parties). The availability of cosmic bowling varies by day. Just call us to ask.

What does the set-up/arrangement of the party area look like? Where will my guests be eating? Will they be on the lanes or in the snack-bar area?

Food is served lane side so that you can keep the party going! If other than pizzas, food for your party will, in most cases, be plated and served to your guests or served buffet-style.

Who will be serving us and attending to our requests/needs during the party?

That would be a lane server—one of our skilled staff members who attends to our guests and is available to all parties. Need an extra hand during your party? For a nominal fee, we can provide you with your very own dedicated lane server to help with all your needs.

Can I bring my own food/drinks? How about my own birthday cake?

Outside desserts are allowed for booked birthday parties only. However, the dessert must be store-bought and in original packaging. Unfortunately, no other food or beverage is allowed into the center.

Your safety is our number one priority, and in order to ensure a safe environment for all of our guests—especially as it pertains to the preparation, service, and delivery of food and beverage items, we assume the liability as the sole provider of all food and beverage within our centers. With so many of our guests experiencing food allergies, this policy has become a necessity, and we hope you understand.