



## EMPEROR BIRTHDAY PARTY Q & A Section

- **How far in advance should we book our party?** For Emperor parties, we recommend booking a month to six weeks in advance, especially October – March, when we are the busiest. Joker parties can book as late as 24 hours before.
- **How do I reserve a party?** To reserve an Emperor or Joker party please call our front desk at 843-572-2717 ext. 0 or email our birthday supervisor at [eobi@carolinaicepalace.com](mailto:eobi@carolinaicepalace.com)
- **I called to make my reservation, am I all set for my party?** A reservation is not a guarantee for a party, only that we have held a space for you. You must pay the deposit 10 days before your party is scheduled; otherwise you are not guaranteed an Emperor party with us.
- **How long do parties last?** Parties last two hours, during this time the children can skate and eat.
- **Can we bring our own pizza or drinks?** We do not allow outside food or drinks. Emperor parties can add food to the party for an additional fee, and Joker parties can order from our concession stand.
- **Can we bring decorations?** You're welcome to bring simple decorations or balloons. There is not a lot of time before or after the party for large amounts of decorations. PLEASE NO CONFETTI OR PIÑATAS!
- **When do I arrive for my party?** Your party room will be available 15 minutes prior to your scheduled party time. If you arrive earlier, please feel free to wait in our lobby area.
- **Where do your cakes come from?** All of our cakes are ordered through Publix. Any theme cake or specialty cake Publix offers we can get. Feel free to take a look at Publix.com or to check out our book of cakes at our front desk. If there is something specific you are looking for just let us know and we'll be able to see if Publix offers it.
- **My child is having a Frozen birthday party, can I hire Anna & Elsa to come?** Absolutely! We are crazy about Frozen too! Please email our birthday supervisor, call the rink, or let the front desk know when you pay your deposit that Anna & Elsa are attending. This helps our hosts to prepare for them.
- **My child wants a certain theme; can I bring supplies that match this theme?** Of course, every child loves something special and we want to celebrate whatever it is that they love! Feel free to bring paper products or balloons that have your child's favorite thing! Don't forget to ask if we have a cake that fits your theme!
- **Do we need to bring anything with us?** Just big smiles, long socks and a jacket! We provide everything else to make it a great day!