

FAQ

Q: How will we know where to go when we get there?

A: When you and your guests walk into our main lobby, a video board will display the Guest of Honour's name and indicate which rink you are on and which change rooms you have been allocated. Change rooms are available for use up to 30-minutes before and after allotted ice time.

Q: Is there a limit to the number of guests allowed on the ice or with our party?

A: No. There is no min./max. number for ice rentals or parties.

Q: What do we need to bring for the on-ice portion?

A: Helmets/protective gear is strongly recommended.

Q: Do you rent skates? Or skating aids?

A: Our facility does not rent skates or equipment at this time. Our skating aids are reserved for our programs and unfortunately are not available for rental purposes.

Q: Can we play a game on the ice? What about the guests who do not play hockey?

A: Two nets will be provided on the ice at the time of rental. If your group is mixed with hockey players and non-hockey players, we recommend putting both nets in one end for a half-ice game.

Q: Can we bring our own food/drinks?

A: For health and safety reasons, our facility has a NO outside food/beverage policy, however we do allow cake to be brought in for parties as we currently do not offer that on our menu.

Q: What if I need to change my food/drink order last minute and add/subtract?

A: Not a problem. While our Sales & Marketing Coordinator and/or Food/Beverage Manager will work with you on putting together a package that's right for your group prior to your party, our restaurant staff will be happy to accommodate all of your needs the day of. A server will be designated to your party and will be there to assist you throughout the event to ensure you are looked after.

Q: Do we need to bring plates/utensils/etc.?

A: We will provide plates, utensils, and everything needed!

Q: Can we bring decorations?

A: You may bring decorations within reason; however you will be responsible for putting them up as well as taking them down.

Q: How long do we have upstairs?

A: Whether you have reserved the Canlan Room (\$50/hour; suitable for up to 80 people) or you are being hosted in the VIP Section of our Wild Wing restaurant (no additional cost), you are provided with one hour. While this is generally adequate for most parties, you are permitted to stay as long as you would like dependent on any reservations booked after you.