

# **Frequently Asked Questions About Fleetway Birthday Packages!**

## **1.) Are we able to enter the room early to set-up anything?**

*Due to the rotation schedule we use for our Birthday Bookings, your room generally won't be available until about 10 – 20 minutes before your party is taken to the room. The only exceptions to this occur if you are one of the first parties of the day or if we do not have a full birthday schedule and the room happens to open up earlier. But generally, it is not possible to enter the room until just before the party is taken there.*

## **2.) Is there a host or hostess that helps us through the whole party procedure?**

*At Fleetway, our party hosts will check you in, gather the children's food orders and adult food orders and then take you to where your activity will be. Once the rules have been given and your group is settled at their activity, the hosts will remove themselves to return later when it is time for the party to go to the party room. At that time, our hosts gather the party and take the group to the room. After making sure you have everything you need, the host will leave you to run the party as you wish during your hour in the room.*

## **3.) Can we bring piñatas to hang in the room?**

*Unfortunately we have had to make a rule that piñatas are no longer allowed in the rooms. We acknowledge that this is a wonderfully fun activity; however, there are many difficulties associated with hanging them as well as the impending damage to the room (and sometimes the parents!) during the game.*

## **4.) Are we able to bring in food to supplement the kids meals or feed the adults?**

*Due to health regulations, we cannot allow any outside food to be brought into the building. Fleetway operates similar to a restaurant due to the Dairy Queen being an on-site venue and therefore endeavors to serve food that is prepared here and under the regulation and licensed umbrella. We apologize for this inconvenience but must stick to these policies to ensure food served in Fleetway is up to these standards.*

*Do you have any other questions?*

*Please call us at 519-472-9310 or email [Info@FleetwayFun.com](mailto:Info@FleetwayFun.com)*