

Frequently Asked Questions

Booking Process

What steps do I need to take to secure my booking?

To place a booking with us, you need to submit a booking form through our website (link). After receiving your form, we will check the availability of your preferred date. To secure the booking, we require a 30% deposit of the estimated total within 48 hours. This deposit will be deducted from the final amount of the party so no need to worry if your final numbers change!

When do you require the final numbers and payment?

We require the final numbers and full payment on the Friday of the week before the party. We will let you know the exact date via email confirmation and we recommend your RSVP date is a few days before that.

Can I pay on the day?

We require final numbers in advance, and need to take final payment before the date of the party, as per our Terms and Conditions – plus, it means there's one less thing for you to worry about on the day! Where special circumstances may apply, please enquire personally and we will do our best to accommodate you.

Do you provide invitations?

Yes, we have a variety of invitations for your use. We will email these to you once your booking has been sent through and confirmed with a 30% deposit.

What do the party packages include?

The party packages include:

- Skating with skate hire & compulsory helmet hire
- A dedicated host for the party duration
- Private lesson with your host (who will remain on the ice after the lesson)
- Private party room for 2 hours
- Food & drink

What is your minimum/maximum number of guests?

We do not have a minimum number of guests, but we do have a minimum spend of \$320 – if you don't have enough children to cover this cost you can order extras (such as balloons, platters for adults, a cake, etc.) to make up that price.

We have no set maximum number of guests. We have a wide variety of function rooms available and are confident that we will be able to accommodate all groups and sizes. In the past, we have held parties of up to 40 children - if you are uncertain about your group, just give our friendly team a call!

Can I decorate the room?

You definitely can! Our rooms are set up with a table and plates. Our tablecloths are coloured so feel free to request a colour. However, please note that we cannot guarantee that your room will be available to access prior to your party start time.

Can I bring my own food/bring in outside catering?

The Arena does not permit outside food into the venue due to our health and safety standards and the allergen risks associated. In the case of severe allergies, please contact our team directly.

On the day & arrival

How should the children dress?

We recommend all guests wear warm, flexible clothing that's easy to move in. Dress warmly, but layer up – while it is cold on the ice, once you start moving it can be quite the workout! Don't forget long socks, and gloves are always a good idea!

Where are the parking facilities?

Parking is available in Harbour Town Shopping Centre, across the road from the Arena. Information can be found here: <http://www.harbourtownmelbourne.com.au/centre-info/parking/>.

What time should everyone arrive?

Everybody should aim to arrive approximately 10 minutes before the party start time, to make sure everyone is ready to start the party on time together.

Where do we go when we get here?

Head to the front desk, the friendly staff in ticketing will then direct you to your meeting point, where your host will come and greet you! Skate fitting is included in the party time, so don't worry about any of this when you arrive – your party host will organise skates and helmets for everyone.

In what order is the party run?

The schedule of the party will be (time in minutes from start of party):

- **0:05** – Arrive and assemble at party meeting point
- **0:00** – PARTY STARTS – Host takes children to Skate Hire, collects skates & helmets. Children then head to party room to put skates on.
- **0:15** -Party Host takes children for Skate Lesson
- **0:30** - Join Public Skate Session
- **1:15** - DJ announces back to Party room – Food & Cake served.
- **2:00** - All party guests to take all belongings and exit Party Room

On the ice

How long is the lesson? How long do the kids spend on the ice?

The lesson will last for around 15 minutes – they will then have 30-45 minutes of free skating time in the public session. Therefore, they will spend approximately 1 hour on the ice. If they wish to skate for longer, they are welcome to stay and skate again after the party.

How many hosts will my party get?

The number of hosts to each party will depend on the final numbers and the age group of the kids. We have a good ratio in place and our hosts are all very experienced Ice Skaters, Ambassadors and Hosts.

Can the parents skate too?

Our party packages include two free skate hire vouchers, valid only for the day of the party. Any additional parents wishing to skate will receive a 10% discount off the regular skating entry price.

We recommend that parties with kids under the age of 8 have their parents get out there and participate in the party, to aid the host in the supervision of the younger ones. Not to worry if you haven't skated before - you can all join in on the lesson together!

What if they have never skated before? Will there be someone on the ice to help them?

The party package includes a host to teach the kids the basics and help them out on the ice. They will

run a 15 minute lesson with the party group, and then stay on the ice afterwards to help out the kids that are still struggling.

Is there anything extra that the kids can use to help them skate?

After the 15-minute lesson, most kids find their feet and do not need anything extra to help them skate. We do offer skate aids that can be hired out from Skate Hire on the day – these are subject to availability and cannot be pre-booked. Metal frames cost \$3 and plastic seals cost \$5. Please note that this price only includes the on-ice portion of the party – when the kids come off the ice for food, all skate aids must be returned to skate hire.

Can they go back on the ice after the party?

Yes – guests will need to vacate the room after the 2-hour party has finished, but everyone with skates is welcome to stay in the venue and continue skating at no extra cost.

Is there a minimum age for kids to be able to skate?

There is no minimum age, however we suggest that children under the age of 8 are accompanied by an adult on the ice. The smallest size of skates we offer is a junior size 7.

Food/Menu Options

Can you cater for allergies/dietary requirements?

As long as we are informed in advance, we can cater for most allergies and dietary requirements – we offer options for vegetarians, vegans, as well as gluten, wheat, egg and dairy allergies. None of our food contains nuts, however we cannot guarantee that traces of nuts won't be present.

What kind of cakes do you offer for order?

We have a variety of cakes available, starting from \$75. Our birthday cake options include double chocolate and vanilla butter, and we also offer ice cream cakes, with your choice of flavours and mix-ins. For more detailed information on our cakes, please contact our Functions Team directly.

Why do you charge a cake fee? What does 'Cakeage' cover?

A cake fee is a service that quite a few industries provide. This fee is normally charged at \$2 per person, with some places reaching \$5-\$7 per person! Here at O'Brien Group Arena we like to be upfront and by charging one \$20 fee, this ends up being a lot cheaper than a per person fee. We will provide plates, cutlery, a knife, a lighter and (if needed) candles, and your host will cut and serve the cake to everyone. We can also store your cake in the fridge or freezer, if needed. Please note that if you choose to order one of our amazing cakes, this fee will not apply.