

FAQs

KIDS & TEEN
PARTIES

BIG AL'S

How do I book my party?

Our platform allows you to take charge of your entire booking experience! Our system will walk you step-by-step through the process, including choosing package details, date & time, # of guests, etc. You will finalize your booking by placing a 15% non-refundable deposit towards your event.

How do I make changes to my party after it is confirmed?

To make changes, you can email your Event Specialist or log into your Guest Portal.

How many guests are required for my party?

All our kids/teen parties are a minimum of 10 guests.

How long do the parties last?

Our packages have a 2-hour limit. At the conclusion of your event, we will transition your group out of the party space, but your group is more than welcome to relocate and keep the party going!

Can I bring outside food?

Since Big Al's is a full-service restaurant, we do not allow outside food.

What about bringing a cake or cupcakes?

Absolutely! We do make an exception to the above rule for cake or cupcakes when you party with us!

Can I bring in decorations?

Sure thing! Decorations such as balloons, tablecloth, napkins, and paper plates are allowed. Please no confetti, glitter, silly string or pinatas. Also, please note that we cannot hang anything on our walls.

How many people can bowl per lane?

We can accommodate up to 6 guests per lane.

What about adults?

Adults and other guests are more than welcome, however please keep in mind that your assigned party space is based on your party size. Additional space for adults may be limited. We recommend adults and other guests use our Order Center for any food and beverage orders.

What if extra guests show up?

If you have one or two extra guests show up at your party, we will do the best we can to accommodate them. All extra guests that we can accommodate will be charged the package price.

What if some of my guests do not show up? Do I still pay for them?

You will be charged for the full guest count on your finalized contract, including those guests that don't show up. You can always make an audible and invite someone in their place if time permits.

What if I need to cancel my event?

To cancel your event, you can email your Event Specialist or log into your Guest Portal.

Do you require a deposit?

Yes, we require a 15% non-refundable deposit to finalize your booking. The remaining balance will be due on the day of your event.