

CORPORATE BBQ FAQs



1. What happens if a guest shows up and has forgotten their wristband?

- a. We do keep a few replacements onsite, the guest should visit Will Call. However, the forgotten wristband must be returned within 5 business days or you will be charged for the additional admission and BBQ. The wristband is barcoded and is a ticket. If someone loses one, it will be at the company expense.

2. Can my wristband be used on a different day?

- a. No. Wristbands are date specific and cannot be used on any day other than your scheduled event date.

3. What if we have late RSVPs for our event?

- a. We cook, order and staff based off the final guest numbers you have provided on the deadline. If there are extra people that come the day of the event you run into the possibility of potentially running out of certain items. Please set a firm RSVP deadline for your guests.

4. We have guests with dietary restrictions.

- a. We have designed our menus so that guests with the most common dietary restrictions will have options off of the buffet. Restrictions such as gluten-free, dairy-free, vegan are marked on the menu sent to you and would all be marked on our menu tags on the buffet. If the restriction is severe we suggest they bring a meal with them. Should you have concerns please reach out to your catering contact.

5. We have guests with allergies.

- a. If the allergy is severe we suggest the guest bring a meal with them as we cannot guarantee there will be no cross contamination due to our restricted outdoor space. If it is less severe and the guest would like a separate meal please let your catering contact know.

6. Is the buffet 'all you can eat'?

- a. For sustainability and to reduce wastage, the PNE will cook as close to the required numbers as possible. For proteins, the PNE will cook enough for one and a half per general and senior admission and one for junior admission.

7. When can I expect my wristband (and voucher) package?

- a. Your wristbands and any requested vouchers will be sent to you within 3 business days of receiving your final guest numbers.

8. Do children 3 and under require wristbands?

- a. No.

9. Can we host a bar in our private picnic location?

- a. Yes! We offer hosted or cash bar service. Please reach out to your catering contact.

10. I received my wristbands/vouchers but I received the incorrect amount?

- a. Please contact your sales representative and they will correct this.

11. Where can my guests park with their parking pass?

- a. Guests are welcome to park in all available PNE lots on the day of the event.

12. Can I return unused parking passes?

- a. Yes, please return to Group Sales within 5 business days of your event.

13. What if we need power (for photographer or speakers, etc.) or additional tables in our private picnic area?

- a. Please contact your sales representative to discuss. Power can be dropped in any one of the picnic areas. Charges may apply.

14. Can you arrange face painting/caricature painting or any other 'games'?

- a. Yes. Please contact your sales representative.

15. Can my guests pick up their tickets at a Will Call booth onsite instead of distributing beforehand?

- a. No, you will not be able to leave wristbands/tickets at the Playland Will Call booth. However, we can provide you with a table outside the Playland Main Gate to distribute wristbands/tickets on the day of your event for a maximum of 4 hours. You will need to supply your own staff to distribute.

16. Will I be able to stay for the Playland Nights 19+ event?

- a. No. This is a separate ticketed event that happens are certain days. Playland closes at 6pm and then reopens starting at 7pm.