



EST. 2020

Q & A

IGLOOS

ON THE GREEN

GENERAL

How much does the igloo rental cost?

The cost of the rental is \$150 and includes 90 minutes of fun in our heated, outdoor igloo. We require that your group purchase at least 1 food & beverage option during your Igloo experience.

How long do we have in the Igloo?

Your group has 90 minutes beginning at your selected reservation time. We do ask that you arrive 15 minutes early to make sure everyone is ready to enter the igloo at your selected time and maximize your 90 minutes.

What if we are late to our reservation?

If your group or members of your group are running late unfortunately, we cannot extend the reservation time or push back the timing. You will still be allowed to use your igloo for the remaining time on your time slot. For example, if you are 15 minutes late you would have 75 minutes instead of 90 in the igloo. We are not able to give partial refunds for groups arriving late.

How many people does the igloo hold?

Each Igloo can seat up to 8 people. If you have more than 8 in your group, you are welcome to rent out an additional dome. If you have less than 8, the rental rate remains the same.

Is there an age limit on the Igloo?

While everyone is welcome to enjoy the Igloo experience, you must be 21 or older to indulge in any alcoholic offerings.

Is smoking allowed in the Igloo?

We apologize but smoking is not allowed in or around the igloos. We do have a designated smoking area that we ask any smokers to utilize.

Are pets allowed?

While we love our furry friends, pets are not allowed in the Igloos.

Are the Igloos heated?

Each igloo has a small heater in them to take the chill out however Wisconsin winters can get very chilly, so we do recommend that you dress accordingly. Layers are always a good idea to help keep you comfortable.

Will there be someone to take additional orders for us?

Yes, you will have a designated Igloo Host who will check on you periodically through your stay in the Igloo.

What is there to do in the Igloo?

If eating, drinking, and great conversation is not enough to keep your group entertained we do have a few card and board games available. Your Igloo Host will be happy to set you up with one.

FOOD & BEVERAGE

Can we bring in our own food?

Outside carry in food or beverage is not allowed in the igloos, around the campfire or in the pub. All food & beverage must be purchased from one of our designated menus.

Can we order more food than our original placed order?

Yes, whether you have preordered or are ordering with your Igloo Host, you can always add additional food or beverage. We do recommend that you order any additional food and beverages within the first 45 minutes of your reservation to allow for ample time to enjoy your food. These orders can be placed with your Igloo Host.

What if we haven't finished all of our food and drinks before our time is up?

While we cannot extend your time in the Igloo, we can help you move the party inside to one of our cozy pub tables. You are welcome to finish any remaining food or beverages in the Pub as stay for as long as you would like after your Igloo reservation. Still hungry or looking for another beverage? Additional orders are welcome at the bar.

CANCELATIONS & PAYMENT

Is it possible to cancel my reservation?

Yes, reservations can be canceled up to 48 hours before your reservation for a full refund. Reservations canceled within 48 hours or groups that do not show up will not be refunded. To request a cancellation please contact mlcc@muskegolakes.com.

Can I change my reservation date?

As long as we have time slots available, you are able to cancel and rebook a different date. Our same 48 hour cancellation policy applies to changing your date however your initial payment of the Igloo will transfer to the new date.

How does payment work?

The \$150 Igloo rental is paid when you book your reservation online. You will receive a bill for all food and beverage packages from your Igloo Host and will be presented 15 minutes prior to the end of your Igloo experience. Payments can be made by cash or credit card. Individual tickets are not available however the final bill can be split in half if need be.

COVID-19 INFORMATION

What is Muskego Lakes doing to keep us safe?

Your health and safety are our number one concern. With that in mind we have designated 30 minutes in between each booking to ensure thorough cleaning of the entire igloo. All surfaces, including fabrics will be sanitized and all blankets will be changed over before each new reservation.

Do we need to wear a mask?

While masks are not required while in your private igloo, we do ask that all patrons wear a mask when entering the building before and after your igloo stay. Masks will be worn by all staff members when in the igloos & pub.