

GENERAL WINTER IGLOO QUESTIONS:

- What are our safety & sanitation processes?
 - Each igloo has a built in 30-minutes time slot between reservations to ensure we have a chance to fully clean and sanitize the space before your reservation.
- How long does a winter igloo reservation last?
 - Each igloo reservation lasts for 90 minutes. We ask that your party arrive 10 minutes early to check in to your reservation. We require that your entire party arrive before seating in the igloo. The less times your door needs to be opened, the cozier you'll be!
- That was so much fun- can I stay past 90 minutes?
 - If you would like to re-book and the upcoming slot is open, you may do so, but you must hit the food/beverage minimum again.
- What happens if our party shows up late?
 - If your party shows up late for your reservation, we, unfortunately, cannot extend the length of your rental due to the high demand. Regardless of what time your party arrives, your reservation will conclude 90 minutes after your scheduled start time. This is to ensure proper cleaning and sanitation in between bookings.
- What if we only have 3 people, do we pay half-price?
 - Sorry, every igloo reservation is the same food/beverage minimum regardless of the size of your party.
- Are there age limits for the igloos?
 - The rooftop at the Lost Square is kid friendly. Children may accompany you into the igloo but please note the food/beverage minimum is the same.
- Is smoking allowed in the igloos?
 - Absolutely not. Open flames of any kind are not allowed on the rooftop. Any guest found smoking will be asked to leave immediately along with their entire party, with no refund granted. Vaping is also prohibited inside the igloos and on the rooftop.
- Are the igloos heated? How should I dress?
 - They igloos are "heated", but you will be sitting on a rooftop, in winter (or what passes for winter in Savannah). Each igloo includes a small electric heater and blankets. The domes also include small windows for ventilation if desired. **WE ASK THAT YOU DO NOT MOVE YOUR HEATER!** It has been placed to prevent damage to the outer shell of the igloo. Any heater moved during your stay may result in a charge for damages.
- Are pets allowed in the domes?
 - While we do allow pets on the rooftop at The Lost Square, we kindly ask that you do not bring your pets inside the igloos.
- What is there to do inside the igloo?
 - There are some tabletop games located in the igloos for your enjoyment. Bring people who enjoy eating, drinking, and good conversation.

- What happens if we damage the igloo?
 - The igloos are strong, engineered structures that are designed to withstand 30+ mph winds and 90+ pounds of static snow load. That being said, they are constructed of lightweight materials that can be damaged by impact, heat or puncture. We ask that you take precaution when moving in the igloos and refrain from touching the walls or grabbing ahold of the frame. The domes are inspected and cleaned after every party, and a damage fee may be added should any evidence of damage be found after your visit.
- Can I bring outside food or drink?
 - No outside food or beverage is allowed in the igloos or at the Lost Square, but at the end of your reservation we are happy to offer you a to-go box for your food, or even better, a to-go cup for your drink.
- Will the igloos ever close for inclement weather?
 - The igloos would only close due to inclement weather if there is a tornado, 6ft of snow, and a lightning storm...all at the same time..in Savannah. Which is extremely unlikely.. If you made a reservation on open table and for some reason we need to cancel, we will alert you.

RESERVATION & PAYMENT QUESTIONS:

- Can I continue my tab if I don't spend it all in the igloo?
 - Your group's check will be closed at the conclusion of your 90-minute time slot. If your tab has not reached the food & beverage minimum, we will charge the difference. We invite you to continue your experience at the Lost Square but please be advised you will be required to start a new tab.
- Can we split the cost on multiple cards?
 - A card will be put on file when you book your reservation on open table and you will start a tab with one card. At the end of your 90-minute reservation, you may close your tab on up to 3 cards, but we will not split checks by item. If you are a hotel guest, you may charge your check to your room.
- Can I change my reservation time/date?
 - You may change your reservation up to 48 hours prior to its start time pending availability.
- Can I cancel my igloo reservation?
 - Yes, you may cancel your reservation. However, please be advised that a \$50 fee will be charged for any cancellations made less than 48 hours before your reservation.