



Birthday Party Package Frequently Asked Questions

1. Can I bring in outside food or drink?

Sky Zone does not allow any outside food or drink to be brought in, except for cakes/cupcakes that are part of a reserved birthday/group package complete with private room rental.

2. Is 3-D Dodgeball guaranteed if my birthday party package does not include a private court reservation?

Unfortunately, Dodgeball cannot be guaranteed without a private court reservation due to factors such as court availability and size separation. However, we play it a lot and do all we can to get games going whenever we have enough participants of the same size (typically 10-12) who want to play!

3. Is there an entry fee for parents/ family that want to stay/watch?

No, there is only an entry fee for those who participate on our all-trampoline, walled playing courts. We welcome parents/guests of all parties to stay and watch if they choose to not participate.

4. What times of the day and what days do you do parties?

We offer birthday party packages any time during our regular hours of operation. Birthday parties are scheduled on the hour throughout the day, and the latest party of the day can be scheduled two hours before we close. Have a party that you want to plan on a day/time when we are not open? Just let us know. Reservations may be available depending on your group size.

5. Do I need to fill out waivers if my kids have been there before?

Yes, all birthday party participants who will be entering the court will need a new waiver filled out. All participants under the age of 18 will need a waiver completed

and signed by their parent or legal guardian. We encourage all party parents to check and double check this as we cannot allow anyone on the court without a valid waiver. In addition, all birthday party waivers are only good for the birthday party, and do not get entered into our system for future use.

6. Can I sign for kids of the party that aren't mine?

No. Waivers for minors (those under the age of 18) must be signed by the minor's parent or legal guardian.

7. Can I upgrade my package at any time?

As long as the package that you would like to upgrade to is available, you can upgrade at almost any time. However, we do recommend doing so at least 48 hours in advance to ensure a smooth transition.

8. How much is the deposit and is it non refundable?

The deposit for all the party packages is \$100 and it is fully refundable up to 7 days prior to the event, at which time it becomes non-refundable.

9. How early do we need to check in? Do the guests of the party have to arrive at the same time as well?

We recommend that the entire party checks in at least 30 minutes prior to your jump time. This gives our staff time to check waivers, assign jump stickers, and get shoes for guests. Following this recommendation will help ensure that your party starts their jump as scheduled, and does not lose out on any jump time.

10. Do you have invitations? If so can they be mailed to me?

We do have invitations that come with your party package. There is no extra charge, but they must be picked up at Sky Zone.