

Sky Zone Fort Wayne

Birthday Party Package Frequently Asked Questions

1. Can I bring outside food or drinks?

Sky Zone does not allow any outside food or drinks to be brought in. If you have concerns about allergies, please contact manager.

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

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 wants 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. Please remember that the pizza and beverages are not for the party guests, who are not jumping, and the party room may not be able to accommodate additional guests.

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

We offer birthday party packages any time during our regular business hours of operation. Birthday parties are scheduled on the hour (other than Supreme Air Package is on the half 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 you 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?

Waivers are valid for one year. If the children's names are provided in advance and waivers can be confirmed online, existing waivers will be honored. All participants under the age of 18 will need a waiver completed online or printed 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. If names cannot be provided in advance, it is safest to have each child bring a waiver.

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

No. Waivers for minors (those under the age 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 make changes to your party up to 48hours prior to your party/event. No changes can be made after the 48hour confirmation call has been made to ensure a smooth transition.

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

The deposit for all of the parties/events is 50% of the balance due, which is non-refundable but does allow you to reschedule if something were to come up. The remainder of your balance will be due 48hours prior to your party/event.

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

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 jump shoes for the guests of your party. Following this recommendation will help ensure that your party starts their jump as scheduled, and does not lose out on any of their 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. We will not mail out invitations.

11. What kind of birthday cake do you provide?

We provide Hershey's ice cream $\frac{1}{4}$ sheet cakes. Delicious vanilla and chocolate ice cream with tasty chocolate crunchies add to the great flavor of Hershey's Ice Cream. You can see pictures of them here: <http://www.hersheyicecream.com/prepackagedicecreamcake.html>

12. Why is the time in the party room limited to 40 minutes?

We have parties every hour and need time to get the room cleaned and ready for the next guest. Additional time can be purchased in advance, but due to other reservations, it is unlikely we can accommodate this on the day of the party.