



## Elevate Birthday Party Frequently Asked Questions

### **What is a party like at Elevate?**

A party at Elevate is going to be the most fun your child and guests have ever experienced at a party! At Elevate, we strive to make sure each party runs smoothly. You have a private party host that does all the work for you – from room set-up, to serving out the food and drinks, preparing the cake/ cupcakes you brought in for the singing and celebration, serving out the cake, and doing all the clean-up. All you need to do is sit back and enjoy the time with your guests. Our goal is for your party at Elevate to be the easiest one yet!

### **What is included in the party packages?**

Each party package comes with 90 minutes of jump for one birthday child plus their guests, 45 minutes in a private party room, 2-4 large pizzas (cheese or pepperoni) and 2-4 pitchers of coke products. The number of guests, rooms, pizzas and pitchers vary depending on the package.

### **Can I purchase additional food and drinks for my guests?**

Yes, additional pizzas can be purchased for \$10 each. We also have other food options that can be purchased and added to your party from the café menu. Please make sure all food add-ons are communicated prior to your party in order for your food to be served on time. Drinks, whether it is an additional flavor, or a refill of flavor already being served to your party, can be purchased for \$3 each. All refills or drink add-ons will need to be communicated directly to your host and they will bring it to your party room. Party drinks are not self-serve at the café fountain.

### **What happens if I have more jumpers than my package includes?**

If your guest count increases, let us know during the confirmation call or give us a call prior to your party. Additional jumpers (regardless of age) are \$16 per person. If your guest count increases to where you have met the minimum for the next package size, you will be upgraded to that package. Should your guest count increase to larger than the next package size up, please communicate this no less than 7 days out so that we can prepare and accommodate accordingly. We will do our best to accommodate sudden and vast changes that are communicated less than 7 days out.

### **What happens if I have less jumpers than my package includes?**

If your guest count decreases, let us know during the confirmation call or give us a call prior to your party. Parties can be downgraded at any time, however any changes less than 7 days in advance is subject to a \$50 modification fee. Please keep in mind that the larger packages include more food, drinks and potentially rooms. If items are served and rooms are utilized but your package is decreased, the additional items not covered by your package will be itemized and charged as a per item add on. Additionally, please keep in mind the smallest package includes up to 11 jumpers and is the lowest dollar value we can charge. Should the guest count fall below the 11 jumpers, the party will be charged at that price of the Elevate 10 plus any add-ons consumed. Should the jumper count fall in between two package sizes, we will always make sure to charge the price in the best interest of our customers.

### **What is the timeline for the parties?**

Check in starts 15 minutes prior to the start of your party. All parties begin on the hour and follow the same timeline. Each party begins with the 90 minutes of jump followed by 45 minutes in the party room. During jump time all of your guest have free reign of the entire park's amenities – with the exception of the kiddie court (only jumpers ages 5 and under can play on this court). Towards the end of the jump time, we call your party off the jump deck and to the party room. During the time in the party room, the party host will guide the activities along so that you are spot on with your allotted time. The host follows a schedule that will allow for pizza, cake and gifts in a timely manner, so everything is accomplished without being rushed. Please keep in mind, parties with large number of guests may be given the option of doing gifts at home in order to provide enough time for pizza and cake for all the guests.

**Are we able to do the room before the jump time?**

In order to accommodate all of our guests and ensure that we can maximize the party availability to meet the demand, we have to follow a specific calendar for our party room times. This means all parties must jump first and end with their time in the party room.

**What is the room capacity and how many rooms come with my party package?**

The maximum capacity for each party room is 30 occupants. The Elevate 10, Elevate 15 and Elevate 20 packages come with one party room. The Elevate 25 and Elevate 30 packages come with 2 party rooms. Additional room space may be purchased depending on availability. We suggest that additional room space is rented at the time you book your party to ensure you are accommodated as additional rooms are rented first come first served.

**What decorations can I bring in?**

We provide all the basic party supplies you need for your party – cups, napkins, plates and utensils. If you would like to bring in themed party supplies such as plates, napkins, cups, and utensils, you may. Table cloths and other table toppers are permitted as well. Please no banners, streamers, piñatas and other hanging decorations. If you are bringing in balloons, please make sure they are secured on a weight prior to entering the building. Please keep the extra decorations to a minimum to ensure enough time to clean up after your party and set up the next.

**How far in advance should I book?**

Parties at Elevate fill up quickly, in particular the weekend timeslots. We do have multiple rooms and book on the hour, every hour for the majority of the day to meet the demand for parties. However, since we fill up quickly and need to account for our safety ratio, we require that all parties are booked 10 days in advance. Parties can be booked online 24 hours a day or in person at our kiosk during our operating hours.

**What payment is required when I reserve a party?**

A 50% deposit is required to reserve a party. While you are more than welcome to pay for more than 50%, it is encouraged to only put down the required deposit in the instance that your package needs to be downgraded.

**What is the cancellation / rescheduling policy?**

Parties may be cancelled at any time. To receive a full refund, cancellations must be communicated 7 days prior to the scheduled party. Any cancellations communicated less than 7 days prior to the party will result in the loss of the deposit. If a party is cancelled less than 7 days out and a deposit greater than 50% was paid, the excess amount above the 50% will be refunded while the required 50% will be forfeited. Parties can be rescheduled at any time as well. Any changes to the party time, day or package less than 7 days prior to the scheduled party is subject to the \$50 modification fee.

**Can I bring in outside food or drinks?**

No outside food and drink is permitted other than cake/cupcakes. If there will be participants attending the party with allergies, please communicate this so we can provide a list of other foods we can serve.

**Who needs a complete the online waiver?**

Everyone in the building will need to have a waiver on file. This includes all jumpers, regardless of age, as well as spectators and other non-jumpers. Waivers must be completed by a legal guardian over the age of 18. All waivers stay on file for 1 year from when they are saved out of the Waiver Que.