



## FAQ Parties

### **1. What is included in a party package?**

All of our party packages include pizza, unlimited water and drinks for jumpers, table settings/paper goods, hard copy invitations and online invitations.

### **2. What times of the day and what days do you do parties?**

We offer birthday party packages during our regular hours of operation. Birthday parties are scheduled 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 we are not open? Just let us know. Reservations may be available depending on your group size.

### **3. Are non-jumpers required to pay to attend a party?**

All guests are incorporated in the party package of their host and are not required to pay to attend the party that they were invited to.

### **4. Am I allowed to stay and supervise my child on the courts?**

Although Fly High does have supervisory Safety Officers on each of our courts, all party packages permit at least one parent to stay on our courts to assist in supervision of party guests.

**5. Am I allowed to bring my own decorations?**

You are more than welcome to bring your own party decorations in addition to what we offer.

**6. Can I bring in outside food or drink?**

Fly High does not permit any outside food or drink into our facility with the exception of cake, cupcakes or ice cream cake that are only permitted as part of a reserved party package.

**7. Can I change my package at any time?**

Any change to your booking requires a notice at least 7 days before the day of your scheduled party. After 7 days, the package can no longer be changed.

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

The deposit for all party packages is fully refundable up to 72 hours after booking the event, at which time it becomes non-refundable. The amount of the deposit pertains to the package.

**9. When do I need to pay off the balance of my party?**

All guests are required to pay off their balance on the day of their party as soon as they arrive.

**10. Is private dodgeball guaranteed with the purchase of a party package?**

Unfortunately, private dodgeball time is only guaranteed Monday-Thursday with the purchase of our Supreme Fly Package. The dodgeball court will be exclusive to you for 20 minutes during your jump time.

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

A 30 minute staging time is already included in your party package. All guests are required to check in at that time. For parties over 20, we recommend guests arrive an additional 15 minutes earlier. This gives our staff time to check waivers, hand out jump wristbands, give a brief safety overview and distribute socks to all jumpers. Following these requirements will help ensure that your party starts as scheduled, and does not lose out on jump time.

**12a. When am I required to have my waivers completed?**

Waivers are asked to be completed as early as possible, if not at least 10 days before your scheduled party.

**12b. Who is required to complete a waiver?**

All jumpers are required to complete a waiver. All jumpers over the age of 18 are required to fill out their own waiver. Everyone under the age of 18 must have a parent or legal guardian add them on to their waiver.

**13. Do I need to fill out waivers if my kids have been to Fly High before?**

If a waiver has been completed within 12 months before the party, you can log into your account at [flyhighny.com](http://flyhighny.com) and add the Jump ID pertaining to the party you were invited to.

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

No, all minors (anyone under the age of 18) must have a waiver completed by their parent or legal guardian.

**15. Do you have invitations? If so can they be mailed to me?**  
Hard copy invitations must be picked up from our office.