



## Krazy Air Birthday Party Frequently Asked Questions

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

A party at KA is going to be the most fun your child and guests have ever experienced at a party! At KA, 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, 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 KA to be the easiest one yet!

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

Each party package comes with 2 Hours of jump, and a table in the party room (ran consecutively), for one birthday child plus their guests, 2-3 large pizzas (cheese or pepperoni) and 2-3 pitchers of coke products or lemonade, and Powerade. The number of 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 \$13 each. We also have other food options that can be purchased and added to your party from the food 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 soda fountain.

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

If your guest count increases, let us know prior to your party. Additional jumpers (regardless of age) are \$15 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. We will do our best to accommodate sudden and vast changes that are communicated less than 7 days out.

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

Check in starts 15 minutes prior to the start of your party. 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 7 and under can play on this court). Depending on the time you set with your host, we call your party off the jump deck and to the party room. 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.

### **What is the table capacity and how many tables come with my party package?**

The maximum capacity for each party table is 18-20 occupants. Additional table space may be purchased depending on availability. We suggest that additional table space is rented at the time you book your party to ensure you are accommodated as additional tables 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. If you are bringing in balloons, please make sure they are secured on a weight prior to entering the building.

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

Parties at KA fill up quickly, in particular the weekend timeslots. Parties can be booked online 24 hours a day or on the phone, or even in person during our operating hours.

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

A 50% deposit is required to reserve a party. The remaining balance is taken at the end of the party, in case you have any add-ons to take care of.

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

Parties may be cancelled at any time. To receive a full refund, cancellations must be communicated 3 days prior to the scheduled party. Any cancellations communicated less than 3 days prior to the party will result in the loss of the deposit. Parties can be rescheduled at any time as well. If you reschedule a party, the deposit will follow to the new date.

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

No outside food and drink is permitted other than cake/cupcakes, ice cream or ice cream cakes. You are also able to bring in a side item, such as, a fruit or veggie tray, or chip and dip. NO other outside food is allowed. No pizzas, 4 foot subs, etc. If there will be participants attending the party with allergies, please speak with a manager beforehand to bring in a specific personal item for that attendee.

**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.