

# WAIVER POLICY

All guests and participants need waivers completed by a parent or legal guardian. For a smooth check-in process, please have your guests complete the waivers prior to the party.

Please send in a guest list one week prior to party so we can pre-check in your party by checking waivers.

Guests need to "check in" upon arrival. We suggest having guests arrive 15 minutes prior to the party starting so there is time to check in.

# PARTY PAYMENT POLICIES

## Payment Policies

- We require a \$200 deposit to book a party.
- The remaining balance is paid at the end of the party based on the number of guests that arrive.
- Gratuity is not included.

## Refunds/Rescheduling Policies

- We require a \$200 deposit to book a party.
  - \$100 is nonrefundable up to 7 days before the party.
  - \$200 is nonrefundable if you cancel within 7 days before the party.
- Parties can be rescheduled at any time, but once the party is rescheduled, customers forfeit the entire deposit (\$200) in the event of a future cancellation.



FAMILY ENTERTAINMENT CENTER™

330 Michael Drive, Syosset NY 11791 \* (516) 762-1300 \* [bounce.partiesli@gmail.com](mailto:bounce.partiesli@gmail.com) \* [www.bouncesyosset.com](http://www.bouncesyosset.com)

# PARTY CHECK IN & HEADCOUNT/GUEST LIST

All guests need to have a waiver completed by a parent or legal guardian prior to the party starting. We recommend telling your guests to complete the waiver in advance.

## How many guests are included in party packages?

- Packages include 10 guest plus the birthday child (total 11). Additional guests are \$35.99

You are responsible for paying for all of the guests that check-in and participate as part of your party. A party planner will confirm the guest list half-way through your party to prepare the final bill.

Parents are not included as part of the party. If a parent wants to participate with the children they must check-in and you will be responsible for paying for them. We have discounted parent passes for certain attractions:

- Bumper Cars: \$5 per ride
- Laser Tag: \$5 per game
- Adventure Zone: \$10 per person
- Trampolines: \$10 per person (includes socks)

## What happens if my guests arrive late?

- We continue to check guests in up to 45 minutes after the party begins. If guests arrive more than 45 minutes you will be charged a discounted rate or offered a free pass in the place for them to enjoy the attractions after the party is over.

## How do I order extra food?

Parties must confirm the details via our online form 2 days min. before the party. This includes submitting a party's headcount with guest list, additional catered food and cake order, add ons/favors, etc!



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# PARTY FOOD & DRINK POLICIES

## How much food is included in the party packages?

- One slice of pizza is included per guest that checks in.

Up to 16 guests = 2 pies included

17-24 guests = 3 pies included

25-32 guests = 4 pies included

33-40 guests = 5 pies included

41-48 guests = 6 pies included

- You can purchase additional food from our catering menu.
- Parties include unlimited water bottles.

## Where is the food from?

- The pizza is made in our in-house kitchen.

**Can I add additional food the day of my party?** All catered food orders must be placed by the Wednesday before your party. No catered food cancellations can be made 24 hours before your party.

## Is food peanut/tree-nut free?

- Yes, all of our food is peanut/tree-nut free but we encourage you to let us know about all allergies so we can alert the kitchen staff.

**We do not allow any outside food.**

**Cake is not included in the party package; however you can order one through us from Carvel and we will have it here for your party. If you bring in your own cake we can NOT store it in our refrigerator.**



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# ADDITIONAL DETAILS & POLICIES

**We do not allow balloons in our facility due to the high ceilings** (if they fly up into the ceilings they may set off our fire alarm system and we cannot get them down).

All party packages are not-exclusive. Our party hosts try their best to keep children in your party together and organized but Bounce! will be welcoming guests for our open play sessions and hosting other birthday parties at the time of your party. Your party may be sharing attractions with other guests of the park.

All participants and guests must follow the rules enforced by our trained safety monitors. Anyone intentionally breaking the rules will be asked to leave without a refund. You will be responsible for paying for any damages done to our equipment or facility done intentionally by any guests of your party.

We do not accept or honor room requests. Party rooms are determined by the size of the participants (kids/guests) of the party, parents can sit in our seating area outside of the room, or by the bar/restaurant.

You may request the "reserved parent seating" area for your party for an additional **\$100**, but it is not guaranteed for any party.

Parties cannot stay in the party rooms longer than 10 minutes after the party is over. Parties that stay over their allotted time may be subject to a **\$200** fee.



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# ATTRACTION & HEIGHT REQUIREMENTS

When booking any of our party packages, you are responsible for paying the full price despite the number of children who participate at each activity or in the adventure zone (due to height restrictions, fears, etc.)

## **Adventure Zone Height Requirements:**

. 48" & Shorter: Junior Ropes Course, Junior Zip Line

. 42" & Taller: Rock Walls

. 48" & Taller: Elevated Ropes Course, Zip Line, Rock Walls.

.All guests attending the party need to wear closed toed and closed back shoes at our Adventure Zone. If the child fails to bring them, we have some crocs available to borrow but can not guarantee we will have the correct sizes.

Parent of junior parties are encouraged to help their child on the Jr ropes course (free of charge). Parents have to check-in and pay for a pass if they want to go on the elevated course, which requires them to put on a harness.

## **Laser Tag Requirements:**

While there are no set height or age requirements for laser tag, we recommend 7 years old and up. Laser tag vest and phaser is heavy.

## **Bumper Car Requirements:**

Guests must be 48" & taller to ride the spin / flip zone bumper cars.

## **Trampoline, Ninja/Net Course:**

All ages. Dodgeball games rotate between kids ages 7-12 and 13 & up.



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