

## **GROUP EVENT POLICIES:**

- All participants under the age of 18 must have a waiver signed by a parent or legal guardian prior to entering the facility. All participants over the age of 18 may complete and sign the waivers for themselves.
  - o Paper waivers must be brought in the day of the group event. We highly suggest scanning them in and emailing them to [bounceligroups@gmail.com](mailto:bounceligroups@gmail.com) prior to your event.
  - o If a group forgets to bring the waivers they will not be allowed to jump or participate in any activities.
- Group events are not inherently exclusive. We may be welcoming walk-in customers, parties, and other groups during this time.
- All participants must behave and follow the rules instructed by our safety monitors and managers. Anyone who does not follow the rules will have to sit out without refund, you are still responsible for paying for those jumpers.
- All groups must arrive on time. We will try to accommodate the best we can for late arrivals but we cannot guarantee anything. We cannot issue refunds if your group loses time due to late arrival.
- Upon arrival DO NOT enter the facility until a Bounce! representative greets you on the bus. If there is no Bounce! representative at the door, please send in ONE counselor or director to let our staff know you have arrived. DO NOT unload a bus full of kids until instructed by the Bounce! staff.
- We base our staffing and discounted price on the initial reservation. If you arrive with 20% (or more) lower than your initial reservation, you will be responsible for the full contract amount. We cannot issue a refund if you lost play time due to a late arrival.
- Group events only include trampolines. The adventure zone is not included in group events.
- This is a huge facility. We will only open age appropriate activities for your group. If we are welcoming your group at a time that we are not open to the public (especially but not limited to weekday mornings) and your group is 50 jumpers or less, we may only open a few courts as a time and have the group stay together.
- For the safety of our customers, jumpers will only be allowed in the areas appropriate for their age groups. Counselors and teachers may not be permitted to jump with young children and / or toddlers.
- You will not be allowed to stay past your scheduled play time (to eat) without prior reservations. All groups are responsible for cleaning up after themselves. Any group that fails to clean their area due to a decent standard is subject to a cleaning fee.
- We do not permit groups to bring outside food on weekends. We have a kitchen open that serves hot food (pizza, pretzels, hot dogs, chicken nuggets, French fries); as well as snacks such as candy, chips, water, Gatorade and soda.
- While we try our best to honor **ALL GIRL STAFF** or **ALL BOY STAFF** requests, safety is our number one priority. In order to open as many trampoline courts as possible, keep the participants spread out and happy, we may not be able to honor gender specific staff requests.

## **PAYMENT POLICIES:**

- We require a 50% deposit of your reservation. The deposit is due TWO WEEKS from your initial booking. This deposit ensures that we will be properly staffed and prepared for your groups

arrival. Without this deposit, we may not be able to accommodate your group. There is an invoice attached to the initial booking reservation.

- If your group is tax-exempt you must email the form to: [bounceligroups@gmail.com](mailto:bounceligroups@gmail.com) prior to the day of your event.

**ADVENTURE ZONE POLICIES:**

- There is no group or discount pricing for the adventure zone on the weekends.