



FAQ

1. Can we bring in our own food?

No outside food and beverages are allowed. Food and beverages are provided. Any outside source of food/drinks found will be fined \$50.

2. Are deposits mandatory?

Yes. Deposits must be paid within 24 hours of the time of booking or event is not guaranteed.

3. Are waivers required?

Yes, one can fill out a waiver on our website before the event (recommended). If not, one can fill out a waiver in the park but will be required to wait in line. Please note that any parents that wish to go beyond the trampoline stairs must also have a waiver filled out. They will be checked-in and given a spectator band at no cost to them or the Birthday Parent.

4. Are we allowed to bring in our own decorations?

Yes. If you'd like our Party Hosts to set up the decorations, please bring them the day before your event along with any setup instructions. If you'd like to set up your own decorations, please be aware that your table will NOT be ready for decoration until your reserved party time.

5. How early can we arrive?

We recommend arriving 15-30 mins before the event starts in order to check guests in and begin preparing for your event.

6. When will our food arrive?

Typically, food will arrive one hour after the event has begun.

7. Can I order extra pizza the day of?

We do not take extra pizza orders the day of. We cannot guarantee delivery times on any pizzas ordered the day of your event.



FAQ

8. What comes with a party?

All parties will receive a two-hour jump, socks, unlimited water bottles, set up, clean up, Party Host, private dodgeball game and a gift bag for the Guest of Honor including a one-hour return jump pass and an Altitude Tampa T-Shirt.

9. What happens if not everyone shows up to my party?

We allow others to substitute in the spots of those that did not show up. Discounts are not applicable.

10. Are the parents of my guests free or must they check in to my party?

Parents are free to come and enjoy the party, however, they are not free to jump. If they would like to jump, we would first get the permission from the Birthday Parent to add them to their guest list. Extra jumpers are \$16.95 each. If the Birthday Parent does not wish to add parents to their guest list, parents are responsible for purchasing their own jump time at our regular prices.

11. I'm running late, do I get extra time?

Unfortunately, we have a tight schedule and are not responsible for holding a table past your scheduled party time.

12. Where are the parents supposed to sit?

Seating is provided only for the number of jumpers for your event. Parents may sit at the table while the jumpers are jumping.

13. Is my deposit refundable?

Yes, the deposit is refundable up to 24 hours before the scheduled event.



FAQ

14. Can we upgrade/downgrade our party on the day of?

Unfortunately, we cannot upgrade/downgrade a party on the day of. If one wishes to upgrade/downgrade their party, we must be notified up to 24 hours before the scheduled event. Please keep in mind that when upgrading a party, we cannot guarantee table space for your party.

15. How can I help speed up the check-in process?

We recommend having all guests fill out their waivers ahead of time via our website.

If you have any questions or concerns about parties and events please contact us at 813-399-1529 or email our Events Manager at Cris@AltitudeTampa.com