

Birthday Party Policies

- We require a \$250 deposit to book birthday parties. \$100 is non-refundable. Parties can be rescheduled up to 2 days before the event. Your deposit will be credited towards the balance of your birthday party.
- Party packages include 10 guests + the birthday child (who is free!). There is a \$50 charge for any additional birthday kids (excluding twins).
- Gratuity is not included in party packages.
- All participants under the age of 18 need a waiver completed and signed by their parent or legal guardian. Participants over the age of 18 can complete and sign their own waivers. Waivers can be signed at: www.bouncesyosset.com
- We will try to accommodate the best we can for late guests arrivals but we can't guarantee anything. We cannot issue refunds if your group misses an activity due to late arrivals.
- For the safety of our customers there are **absolutely no parents or older siblings / family members allowed in the Junior section.**
- Parents are not included in party packages. Our staff is instructed not to allow parents to sign in with birthday parties. If parents want to chaperone or participate (in appropriate areas) they must pay for themselves at the front desk.
- There is absolutely no outside food allowed in Bounce. We have no room in our refrigerators to hold cakes, drinks or food brought in for birthday parties. There are absolutely no sternos allowed in Bounce.
- Due to our high ceilings we don't allow balloons in Bounce.
- Birthday parties are not exclusive. While we do our best to smoothly maneuver between activities we do allow public walk ins and other birthday parties to operate at the same time as yours.
- 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 leave without refund, you are still responsible for paying for these guests.
- You are responsible for paying for any damages to our party rooms and equipment created intentionally by your party guests.
- We can not honor any party room requests.

- Parties cannot stay longer than 10 minutes in their party after the party is over.
- Reporting an accurate head count during your party confirmation 5-days prior to your party is extremely important. We may not be able to accommodate additional guests last minute (especially in the adventure zone). We also may not be able to order additional pizza or catered food the day of your party.
- You are responsible for paying for all guests who get a wristband and socks with your party (we suggest sending a list of guests ahead of time so we don't charge for people who you don't want).

Ultimate Party Policies

- When booking an ultimate party package (including ultimate junior packages), you are responsible for paying for the full package price despite the number of kids who participate at each activity or in the adventure zone (due to height restrictions, fears, etc.)
 - o 48" & Shorter: Junior Ropes Course, Junior Zip Line
 - o 42" & Taller: Rock Walls (can do the elevated ropes course with a chaperone)
 - o 48" & Taller: Elevated Ropes Course, Zip Line, Rock Walls
- Ultimate Junior Parties larger than 15 guests will have to split into two groups when going to the Adventure Zone.
- Ultimate Bounce Parties larger than 30 guests will have to split into two groups when going to the Adventure Zone.