

# FAQ

- **What are your operating hours?**
  - Sunday-Monday 11AM – 10PM
  - Tuesday-Thursday 2PM – 10PM (11am-2pm for Private Functions)
  - Friday 11AM-Midnight
  - Saturday 11AM-Midnight (10am for AIRobics)
- **How do we get to your location?**
  - Take 101 and get off at the Great America/Bowers Exit, Go South on Bowers (away from Great America) and make a right on Mead Ave. We are on the left hand side (2880 Mead Avenue, Santa Clara, CA)
- **How much is it to jump?**
  - Monday-Thursday it is \$10.00 per person for the first hour and \$7.00 for each additional hour (Excluding Holidays)
  - Friday-Sunday it is \$10.00 per person/ per hour.
  - Only jumpers pay. Watching jumpers, using the WiFi and access to the snack bar is free.
- **How old do you have to be to jump at Sky High?**
  - We have no age limits; in fact, we have a special court area reserved just for kids under 7. We do tend to see many of the older kids (teens and up) later in the day and evening.
- **Do we need to make reservations to jump?**
  - We suggest that you go online to reserve your jump time wristbands, because during the weekend we are very busy. We are also very busy on school holidays.
  - We do not take reservations over the phone unless you are booking for a group.
- **What is a group?**
  - A group usually ranges from 10 or more. We require a \$100.00 deposit and we charge \$11.00 per person/per hour. We do not give change back from the deposit so if you have less then 10 jumpers, you can have 5 jumpers for two hours or 10 jumpers for one hour.
- **Are there any Group Discounts?**
  - Special Group Discounts only apply to non-profit organizations such as Boy Scouts, Schools, Churches, etc.
  - Requires 25 or more jumpers
  - The group rate only applies Monday-Thursday (non-holidays) and you get the rate of 8.00 per person/per hour.
  - We also require a deposit of 100.00 to book the desired date.
  - ALL JUMPERS THAT ARE UNDER 18 MUST HAVE A WAIVER SIGNED BY THEIR PARENT (available on our website)
- **What is included in your Birthday Package?**
  - First 10 Jumpers is \$250.00. Each additional Jumper is \$22.00
  - INCLUDES:
    - 1 slice of pizza and 1 bottled water per child

- Set up and clean up
  - 2 hours of party play & a reserved table
  - Plates, Napkins and Forks
  - Invitations & Waivers can be downloaded from our website
- NOT INCLUDED
  - Extra Pizza: Large Cheese or Pepperoni \$18.00 each (12 Slices per pizza)
  - Extra Pizza: Large Specialty Pizza 22.00 each (12 Slices per pizza)
  - We can provide Bottle Soda/Gatorade at the time of the party at \$1.50 each.
  - We also require a 100.00 deposit, which is refundable 7 days before the party.
  - No outside food is allowed, except a cake and you need to bring a cake cutter and candles.
  - ALL JUMPERS UNDER THE AGE OF 18 MUST HAVE A WAIVER SIGNED BY THEIR PARENT (available on our website)
- **Does our group or party get the facility to ourselves?**
  - No, we are always open to the public. All courts are available once you purchase a jump wristband.
- **If my child has been to Sky High before, does he/she need another waiver?**
  - If your child has been to Sky High more than twice, then they should already be in our system. But until you are sure, it's better to send them with one.
- **Can I bring in Food or Drinks?**
  - No outside food or drinks are allowed.
- **Is dodge ball private?**
  - No, all jumpers form a line and our court monitors divide the teams.
- **Can I rent out the facility?**
  - Yes, call us for pricing and availability to rent out the entire facility.
- **What is AIRobics?**
  - AIRobics is our cardio heavy, low impact workout.
  - AIRobics are Tuesday and Thursday 6:00 & 7:00 PM and Saturdays at 10AM.
  - Classes last about 50 Minutes and are \$7 each
  - Classes are 1<sup>st</sup> come, 1<sup>st</sup> served, so arrive at least 10 minutes early.