

# FAQ

(Frequently Asked Questions)

**Note: All jumpers under the age of 18 must have a waiver signed by their parent or legal guardian. (Available on our website) If over 18, must bring photo I.D with DOB to verify age.**

## **How do we get to your location?**

Take Hwy 1 and get off at Fremont exit, take California, drive through Costco, we're located at 880 Tioga Ave. Sand City, across from Costco's tire center.

## **What are your operating hours?**

Normal hours are 10:00 AM until 7:00 PM, (please note that we have automatic extended hours when parties are present). However, please see our website for extended/holiday store hours. [www.jumpnaround.com](http://www.jumpnaround.com)

## **How much is it to jump?**

It is \$9.50 per jumper. Note: Parents are ALWAYS free with a paying minor & can watch TV from our Lounge area and have free access to our Wi-Fi 7 DAYS A WEEK.

## **How old do you have to be to jump at Jump-N-Around Sports?**

Children must be old enough to walk on their own. If younger children don't feel comfortable jumping in the larger bounce houses, we have a special jump house for children 3 years and younger to jump.

**Two years and younger:** Jumpers 24 months and younger are always free with a paying adult or jumper. It is mandatory for parents or legal guardians to stay with jumpers 2 years old and under at ALL times while using the bounces houses or the play structure.

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## **Are there any group discounts?**

Special group discounts (usually ten or more)

only apply to non-profit organizations such as Boy Scouts, Schools, Churches, Etc. (with a non-profit tax-id number). The group rate of \$6.50 per person applies Monday-Thursday (non holidays). A deposit is required upon booking to hold the day and time.

## **What is included in your birthday party packages?**

All of our party packages include:

Jump time, a reserved room or open patio area for the length of your entire chosen reservation package, pizza, and one bottle of water per jumper. For your added convenience, we provide paper products such as napkins, plates, forks, as well as paper linen for the tables. By request, a party host can assist in set-up, serving, and post-party clean up!

Premium online invitations are available for FREE on our website. Additional Extra Large Pizza Cheese or Pepperoni: \$19 per pizza, Chicken Pesto, BBQ Hawaiian, Combo or Veggie: \$25 per pizza. Extra Waters: \$10 per case of 35 count, 8 oz bottles. Extra time is \$35.00/ 1/2 hour, with a 5 min grace period.

A deposit of \$100 is required to confirm and hold your reservation in our calendar. Your party may be rescheduled up to 14 days before the event (availability permitted).

**PLEASE NOTE: *there are NO refunds if your event is cancelled within 21 days before the event.***

(There will be a \$65.00 fee for ANY outside food or drinks other than: Personal birthday cakes or cupcakes, ice cream, veggie and fruit trays, beverages (alcohol is not permitted) will be allowed with a party package, but NO other outside food or drinks please.

## **Does our group or party get the facility to ourselves?**

No, we have a very large facility and it is able to accommodate many jumpers and multiple parties. We are always open to the public. Your group will have a blast, guaranteed! We offer a VIP room rental at specific times, please call for pricing.

(Rental of this VIP room is limited. Please call for additional options)

## **Can I rent out the facility?**

Yes, absolutely, call us for pricing and availability to rent out the entire facility all for yourself!

## **Can I bring in food or drink to open jump?**

No, unfortunately, we do not allow outside food or drinks. We have snacks and fun food available as well as many different beverages. Come on in and check out what we have to offer.

## **If my child has been to Jump-N-Around Sports before, does he/she need another waiver?**

If they have been to our facility more than twice we should have one on file. If you are unsure, send them with another waiver, just in case.

## **What should I wear for jumping?**

For the safety of your kids and for health reasons, jumpers cannot go barefoot. Socks are required to jump. If you forget your socks, socks are available for purchase at the front desk. Personal shoes, belts with buckles, clothing with sharp objects, chewing gum, and

food are NOT allowed in or nearby the jump house area. Comfortable clothes for jumping are recommended, such as shorts, and t-shirts.

**Jump-N-Around Sports** is committed to promoting healthy kids in a safe and sound family environment. The distribution or consumption of alcohol, tobacco, or any other controlled or illegal substances inside our premises or parking lot is **strictly** prohibited, and will be grounds for immediately terminating a party and/or expulsion from our facility.

**If you have any further questions after reading this, please feel free to contact us at any time at [jumpmonterey@icloud.com](mailto:jumpmonterey@icloud.com) or 831.309.0333.**

**Again, we thank you for your time, and look forward to seeing you. Come in and start JUMPING AROUND!**