

# 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 Hwy 50 and get off at the Sunrise / Fair Oaks Exit, Go South on Sunrise and make your first left on Folsom Blvd. We are a ½ mile down on the left hand side, a big warehouse with a blue stripe around it. (11327 Folsom Blvd #160, Rancho Cordova, CA 95742)
- **How much is it to jump?**
  - Monday-Thursday it is \$9.00 per person for the first hour and \$6.00 for each additional hour (Excluding Holidays).
  - Friday-Sunday it is \$9.00 per person/ per hour.
  - Only jumpers pay. Watching jumpers and access to the snack bar is free.
  - Keep an eye on our website for other discount days.
- **How old do you have to be to jump at Sky High?**
  - We have no age limits; in fact, we have special courts just for kids under 8.
- **Do we need to make reservations to jump?**
  - We suggest that you go online to reserve your jump time wristbands, because we can get very busy. We are especially 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 \$10.00 per person/per hour. We do not give change back from the deposit so if you have less than 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 7.00 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 \$20.00
  - 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 \$14.00 each (8 Slices per pizza)
    - Extra Pizza: Large Specialty Pizza \$18.00 each (8 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)
  - 1 Hour Parties are also available
- **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. We do have specific courts that you may rent for just your group at an additional charge (must arrange in advance).
- **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 Dodgeball private?**
  - No, all jumpers form a line and our court monitors divide the teams, unless you have specifically rented a private court (additional charges apply, must arrange in advance)
- **Can I rent out the facility?**
  - Yes, call us for pricing and availability to rent out the entire facility, or our private rental court.
- **What is AIRobics?**
  - AIRobics is our cardio heavy, low impact workout.
  - AIRobics are Tuesday and Thursday 6:00 & 7:00 PM and Saturday at 10 AM
  - 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.