

GROUP EVENT AGREEMENT

SKY HIGH SPORTS CHARLOTTE
601 N POLK ST, PINEVILLE, NC 28134
(704) 889-5867 | CLT.SKYHIGHSPORTS.COM



TERMS & CONDITIONS OF SERVICES

By paying the deposit or booking an event with Sky High Sports, you are agreeing to the following Terms and Conditions of Services. Please read carefully.

1. Outside Food & Drink Policy

- No outside food or drinks are allowed inside of Sky High Sports except for birthday cakes with a purchased birthday party package.
- In compliance with the NC Health and Human Services code, Sky High Sports cannot hold outside food or drink in our fridge or freezers. If you choose to bring ice cream or an ice cream cake, you are responsible for bringing a cooler for your items.

2. Waiver Policy

- All jumpers under 18 years of age **MUST** have a waiver signed by their own parent or legal guardian - **NO EXCEPTIONS!**
- Camps/Groups - Please print and complete the PRINTABLE waiver for expedited check-in.
- Jumpers 18 or older must sign their own waiver but should bring valid identification.
- Please send a list of your expected attendees to CLTinfo@SkyHighSports.com 72 hours in advance or by the day of our confirmation call to you. Without this list, we have no way of knowing who is invited to your event and who is not (i.e., siblings of invitees).

3. Cancellation Policy

- No cancellations allowed within 10 days of the event date.
- Event cancellations requested 11 or more days prior to the event date are eligible to receive a full refund.
- Cancellation requests received after the stated deadline will not be eligible for a refund.
- Only one reschedule or cancellation allowed per scheduled event.

4. Rescheduling Policy

- No reschedules allowed within 10 days of the event date.
- Event reschedules requested 11 or more days prior to the event date are eligible for reschedule, subject to availability.
- Reschedule requests received after the stated deadline will not be eligible for a reschedule.
- Only one reschedule or cancellation allowed per scheduled event.
- The rescheduled event must be scheduled for a date within 2 months of the original event.

5. Attire Policy

- Jumpers may participate on trampoline attractions with barefeet or Sky High grip socks.
- Ropes Course and Laser Tag require sneakers.
- Reusable Sky High Sports Grip Socks are purchasable for \$2.25 each.

6. Check-In/Check-Out Policy

- Guests and organizers should be sure to check in 15-30 minutes before your scheduled event start time.
- Be sure to check out after the event. Final payment should be made before the party departs.

7. Event Confirmation Policy

- You will receive a confirmation call 1-4 days prior to your event. Please be sure to have an accurate number of jumpers for your confirmed headcount.
- If your group arrives with fewer people than your final count, **you will be charged for the reserved number of people.**
- If your group arrives with more people than your final count, you will be charged for the total number of participants.
- If your final headcount changes by more than 5 jumpers, please call us immediately.
- All food and add-on orders must be placed 72 hours in advance or by the day of our confirmation call to you. All items (including additional jump time and laser tag) are subject to availability.