

FAQ

General Questions (25)

What are your hours of operation?

Regular operating hours:

Sunday – Thursday: 10AM – 9 PM

Friday: 10 AM – 10 PM

Saturday: 10 AM – 11 PM

Exceptions to regular operating hours:

- Lazer Club Night is monthly on selected Friday nights. We close to the general public at 9 PM for teens only.
- Uplift! - Special Needs Program is monthly on selected Monday nights. We close to the general public at 6 PM for friends and families of special needs children and adults only.
- We host private events which may cause early closures to the general public.
- After-hours private rentals are available. Call for desired times.

Please click on Calendar for early closures or extended hours of operation.

Where are you located and how do I get there?

We are located on the east side of Bothell Everett Hwy:

Canyon Creek Center Business Park

18311 Bothell Everett Hwy, Suite 140

Bothell, WA 98012

For Google map and driving directions, please click on Contact Us.

What can we do at Elevated Sportz?

Elevated Sportz is the ultimate indoor fun center. We offer several types of amusement activities.

You can experience jumping safely on four different state-of-the-art trampoline court areas:

Foam Pit, Main Court, Dodgeball Court, and Slam Dunk Basketball. Or have playtime in four-

level Kidz Adventure play structure. We also offer the Laser Maze Challenge game and an

EyePlay interactive game floor. You can finish up with a visit to our iJump Café for a wide selection of food and beverages.

Are there any age restrictions to jump or play?

Yes. Kidz Adventure is available for children of walking ability through 8 years old. Trampolines are available for ages 3 and up. Combination (“Combo”), both jump and play, is available for ages 3-8 years old only. (Note: Age restrictions also apply to special programs. Please click on Activities for details.)

How much does it cost?

Regular pricing is \$11 to jump on trampolines for 60 minutes; \$11 to play in Kidz Adventure for

90 minutes; and \$15 on weekdays or \$17 on weekends & holidays for Combo - both trampolines and Kidz Adventure for 90 minutes. (Weekend pricing starts Friday 3 PM through Sunday and holidays).

We offer group discounts and special program pricing at certain days and time to make it affordable for all! Please click on Pricing for details.

There is no "General Admission" to come in and enjoy the facility.

What kind of payment methods do you accept?

We accept cash, debit cards, credit cards (VISA and Master only), and Elevated Sportz Fun Cards. No checks.

Do parents or adults pay for admission to go in and watch their children play and jump?

No. Only participants pay for admissions. Parents and other adults are free to come in and watch their children play and jump. Actually, everyone is welcome to come to Elevated Sportz to enjoy the iJump Café, arcade games, music, TVs, magazines, etc.

Do I need to make a reservation to come in?

No reservation required. We welcome walk-ins which are always subject to current availability. However, we HIGHLY recommend booking tickets on line. Our weekend activities and special programs sell out quickly and there is no guarantee of entrance without booking in advance on line. We take reservations for groups of 8 or more participants with full payment (single transaction) to confirm the reservation. (Add-on participants are welcome on the scheduled date subject to availability.)

Do I have to pay for my baby to play in Kidz Adventure? What's the rate for a baby?

Children that cannot yet walk unassisted are not allowed to play on any level of the play structure for their own safety. If your child is not walking yet, you may have them in Kidz Adventure with you as long as you are holding them. If they are not playing, they are not paying.

Why do I have to wear a sticker?

We use stickers as a way to let our staff and customers know where they can play or jump and for how long. We record the date of your visit, as well as, the time your play or jump is over.

If you have a YELLOW sticker, that means that you have access to both Kidz Adventure *and* trampolines (Combo). If you have an ORANGE sticker that means that you get to play in our Kidz Adventure. If you have a GREEN sticker, that means you get to jump on our trampolines.

Can we bring my own food or drink?

No outside food or beverages are allowed. Our iJump Café serves a variety of fresh-baked pizzas and pretzels, coffee and espresso drinks, salads, sandwiches, smoothies, frozen yogurt, snacks, soda, juice, bottled water, and other snacks.

Can I bring a cake or cupcakes to celebrate my child's birthday at Elevated Sportz?

Yes, but only customers who booked a birthday party package, Team Party, or Party a La Carte can bring in cake or cupcakes, and these items must be enjoyed in the party suite.

Do I have to come in on the hour to jump or play?

Our sessions start every 15 minutes upon availability, so you can drop in at any time. We do not restrict our start times to hourly availability.

What kind of footwear is allowed?

Grip socks or bare feet are required on trampolines. Regular or grip socks required in Kidz Adventure play area. Elevated Sportz grip socks can be purchased at the reservation desk for \$2.00 per pair and smaller sized non-grip socks are available for \$1.50 per pair.

Do you offer group deals?

Yes. We offer group discount for 8 or more participants. Full payment with a single transaction is required to secure your reservation. Please call the facility for more information.

Can I come to hang out with friends without purchasing activities?

Sure. We welcome everyone to come to Elevated Sportz to join in our fun atmosphere. Other than jump or play activities, we also have the iJump cafe, TVs, magazines, free Wi-Fi, arcade games, Laser Maze Challenge game, an EyePlay interactive game court, and ample seating. It's a great place for parents to enjoy each other's company while the kids play. But, we encourage our adult customers to jump, too!

I have been trying to call and can't get through to anyone! What's up with that?!

We experience an incredibly high volume of calls every day at Elevated Sportz. If you are calling during normal business hours and no one is able to take your call, we are probably on another line. Please leave a message and we will return your call as soon as possible!

Or you may send an email to rsvp@elevatedsportz.com for party and group reservations, school field trips, fundraising events, full-facility rentals and corporate events. For all other general questions and inquiries email to info@elevatedsportz.com

How can I store my belongings during my activities?

For your convenience we offer shoe cubbies by trampolines and near Kidz Adventure. Lockers are also available for a small fee. Please leave valuables at home and secure your belongings in a locker. Elevated Sportz is not responsible for any lost or stolen items.

Do you offer special programs on holidays?

We offer Hoppy Hour, Mid Day Mad Air and most other programs on most holidays except winter/holiday break in December. Special programs may be changed or cancelled without notice. Please see our event calendar on our website to help you plan your visit.

Do you have any coupons or discount?

We occasionally offer coupons through LocBox, Groupon, Living Social, or on our Facebook Fan Page. If you don't see any coupons at these sites, that means they are not available at the time. Please check our website and Facebook frequently for updates.

How does the \$2.00 Off Facebook Check-in discount work?

When you visit Elevated Sportz, use your Facebook app on smartphones to LIKE and CHECK-IN with Elevated Sportz. Show your Facebook status to our reservation staff in advance of purchasing your ticket and you'll receive \$2.00 off on one regularly-priced admission ticket. No discount for check-ins after tickets are paid for. This discount cannot be combined with any other offer or a special priced program.

How do I book a group event, FUNdraising, corporate event, or rent the entire facility?

You are welcome to call us; come to Elevated Sportz to speak with our Events Coordinator; or email inquiries to rsvp@elevatedsportz.com. We can also host events before and after regular hours of operation.

Tell me more about renting the entire facility.

Elevated Sportz is designed for any large group celebration of 100 or more participants. We have activities for all ages! We can host a company party, school or church youth group event, graduation party, fundraising event, rehearsal dinner, bachelor/bachelorette party, family reunion, and more. iJump Café catering keeps everything conveniently under one roof. Rental includes two hours of private use of all jump and play activities. Add-on event features include Cosmic Night laser lighting, live DJ performance and dance floor, and unlimited Laser Maze Challenge and EyePlay access. Email inquiries to rsvp@elevatedsportz.com and our Event Coordinator will contact you.

Are you hiring?

We are always looking for customer service fanatics who thrive in a fun, fast-paced environment. Candidates must be willing to work on weekends, evenings and holidays. You may apply in person or on line at www.elevatedsportz.com.

Where do I park?

Please park in open spaces that are not posted with "Reserved". Ample parking is available toward the back of the business park. Please do not park at adjacent businesses including Zip Fizz and Finishing Touch – we respect our neighbors and would like to continue having a positive relationship with them. Cars parked in reserved spots may be towed at owner's expense.

Do you offer membership?

Not yet. Check back with us soon.

Food allergies

If you have food allergies, please notify our iJump Café staff before you order any food or beverages. Some gluten-free and dairy-free options are available at the Cafe. If party guests

have food allergies, please inform our party reservation staff in advance, and remind your party host when checking in for your party.

Liability Waiver (7)

Do I need to sign the liability waiver before I can jump or play?

YES! Every participant needs to have a liability waiver signed. If you are under the age of 18, your parent or legal guardian must complete the waiver on line for you. Waivers can be completed on line, on the Waiver Kiosks at Elevated Sportz or by using your tablet or smart phone.

Do I need to sign a waiver every time I visit Elevated Sportz?

No. A waiver is valid forever or until a minor turns 18 years of age, and will be re-verified every year. When completing a waiver on line, you'll have 30 days to check in with the reservation desk. A waiver will expire without checking in within 30 days for first visit and you'll have to complete it again. Once a customer turns 18 they are required to submit a new waiver that does not require parental consent.

What are my options of signing a waiver?

You can complete waivers on line from home or work computers, tablets, smart phones, or use the waiver kiosks in the lobby at Elevated Sportz.

Can I download the waiver and bring it in to the reservation desk?

Sorry, we do not have a version of the waiver that can be downloaded from our website. Please do not bring in 'screen shots' of the waiver information, as this does not constitute a valid waiver. We offer the convenience of completing a digital waiver to avoid handling and storing paper waivers which are only good for the day of the visit. Your on-line waiver goes directly into our waiver verification system and once verified by our staff, it is good for any return visit. If you are coming for a reserved party or group event, please contact our Event Specialist for waiver options.

Does a parent or legal guardian have to be present when minors visit the facility?

No. When parents or legal guardians fill out waivers for minors in advance, they don't need to be present. However, keep in mind that children under age 12 cannot be left in the facility on their own without an adult aged 18 and over present at all times.

Why do I need to provide my driver's license number and other personal information on the waiver?

The convenience of allowing parents to sign a waiver at home has removed our ability to witness the parent signing on behalf of their minor child. By obtaining information that is reasonably expected to be accessible and/or known only by the parent, we are reinstating that missing step in our verification process.

What do you do with my personal information?

Protecting your personal information is very important to us. We treat your information with the utmost respect and guarantee not to sell, share or trade any of your information for any purposes.

On-line Reservation (8)

How do I purchase tickets on line?

Tickets can be purchased with a credit/debit card by accessing our on-line reservation system:

Step 1. Click the "Buy Tickets" button located at the top of our website

Step 2. Select the activities you would like to attend. Example: Combo, Jump, Play, Uplift - Special Needs, Lazer Club Night, etc.

Step 3. Select a desired date, time and quantity.

Step 4. You can modify quantity, delete an item, keep shopping, or check out.

Step 5. Create an account or log in to your existing account.

Step 6. Enter or modify your payment information.

Step 7. Confirm and complete your order. Print out your web ticket. You will also receive a confirmation email detailing the dates, times and number of tickets purchased with a reminder of the requirements to fill out a waiver, which can be done on line or upon arrival.

NOTE 1: A valid waiver is required of every participant. Verification takes place at time of check in without exception. If participants do not have a waiver on file, they will be required to complete a waiver before staff will release admission stickers.

NOTE 2: No refunds for reservations made on line.

How do I book a birthday party on line?

Birthday party packages can be purchased with a credit card by accessing our on-line reservation system. Please book your party at least 14 days before desired date.

Step 1. Click the "Ticket" button located at the top of our website, then click the "Book A Party" tab on the left side of the Tickets screen..

Step 2. Select Jump Party / Play Party / Combo Party / Cosmic Night Party and participants.

Step 3. Click the "Book Event" button.

Step 4. Enter numbers of participants and spectators

Step 5. Select a desired date and available time. Click "Search".

Step 6. Select a party suite. Click "Choose This Time".

Step 7. Select your pizza, drink, and grip socks size. Click "Continue".

Step 8. Select additional items if desired.

Step 9. Log in or create a new account.

Step 10. Enter or modify your payment information.

Step 11. Confirm and complete your order. Print out your confirmation. You will also receive an email detailing the dates, times, and add-ons purchased.

Step 12. Our party / event representatives will contact you to confirm your reservation.

NOTE 1: Please book your party on line at least 14 days before your desired date.

NOTE 2: No refunds for reservations can be made on line.

What information do I need to provide upon arrival after completing my on-line reservation?

You will need to provide the web ticket (order confirmation) in print, or your name and email. Our reservation staff will validate your reservation and confirm whether or not a waiver has been completed. We reserve the right to check identification to locate your reservation. If you purchase tickets for someone else, please make sure all participants have a signed waiver before checking in.

NOTE: a valid waiver is required of every participant. Verification takes place at time of check in without exception. If participants do not have a waiver on file, they will be required to complete a waiver before staff will release admission stickers.

Where do I check in for my on-line reservation?

For weekdays, please get in line for the next available reservation staff; on weekends or holidays, please go to Station 3 - Prepaid and On-line Check-In. You may bypass the drop in ticket sales line.

What happens if I need to cancel my on-line reservation?

Tickets are non-refundable and are only good for the reserved dates and times secured during the payment process.

What happens if I selected the wrong dates and/or times on my on-line reservation?

Tickets are non-refundable and are only valid for the reserved dates and times secured during the payment process.

Do I need to arrive early?

It is recommended that you arrive at least 10 minutes prior to your reserved session to ensure that you get the full benefit of your reservation time. Weekends and holidays may require longer waiting and check-in time.

What if I have pre-booked tickets and I am running late?

Unfortunately your jump or play time is non-transferrable. Please plan on arriving at least 10 minutes before your reserved activity time on weekdays, and 15-20 minutes early on weekends and holidays. Think of it as though you have tickets to a movie. If you arrive late, you miss part of the movie!

Fun Card and Memberships

What is a Fun Card?

An Elevated Sportz Fun Card is a gift card that can be used to purchase activities, merchandise,

Laser Maze tokens, EyePlay stickers, food and beverages, and party packages. It is reusable, reloadable and does not expire. Elevated Sportz is not responsible for lost or stolen Fun Cards.

Can I purchase a Fun Card as a gift for someone over the phone?

Yes. Fun Cards can be purchased over the phone. The cards will be placed in a Pick-Up Box at the reservation desk; or we can mail the cards to an address you provide.

Do you offer membership?

Not at this time.

Birthday Party Package

What birthday party packages do you have?

We have a variety of birthday party packages to choose from. Packages are based on the age of the birthday guest of honor and the activity chosen for the party:

- Jump Party – Jump activity only.
- Play Party – Play activity only.
- Combo Party – Both Jump and Play activities; only for ages 3-8.
- Cosmic Party – Saturday nights only – Upgraded Jump, Play or Combo party.

What are the age requirements for parties?

- Jump parties are for ages 3 and up.
- Play parties are for walking age to age 8.
- Combo parties are for ages 3 to 8 only.
- Cosmic parties are recommended for ages 5 and up.

What is included in a birthday party package?

Use of a private or semi-private party suite for two hours; one hour of selected amusement activity (jump, play, or Combo); colorful tableware; pizzas and choice of beverage; grip socks for the guest of honor; helium balloons; and party set up and clean up.

A Cosmic Party includes use of a private or semi-private party suite for two hours with two hours of selected activity (jump, play or Combo) during Cosmic Night event; black-light reactive tableware; glow sticks and necklaces; pizzas and choice of beverage; grip socks for the guest of honor; helium balloons; and party set up and clean up.

When should I book my party?

Parties are booked on a first-come, first-served basis, so the earlier you book the larger your choice of times and dates. It's very common to book parties 4-6 weeks in advance if you have a very specific day and time in mind.

How do I book a party?

Call us at 425-949-4488 or make an on-line reservation through our website. Payment-in-full is

due at the time of booking and is non-refundable. Parties may be rescheduled without a reschedule charge if change is made 14 days prior to the date. A party associate will contact you within 48 hours of your booking to confirm your date/time and follow up with any options or questions, if necessary.

How do I pay for my party?

You can pay for your party on line through our on-line reservation system, over the phone, or in person at the reservation desk. We accept cash, debit cards, and credit cards: VISA and MasterCard. Sorry, we do not accept checks.

Can I book a party with both jump and play activities?

Yes, this is called a Combo party.

What days and times can I schedule a party?

Birthday parties can be booked every day except during special closure times for private facility rentals. Each of our party suites has its own party schedule. Parties start as early as 10:30 AM and run throughout the day and evening.

How many guests can I invite?

Birthday party package includes up to 10 party participants (no discount for fewer participants). Additional party participants can be added at \$20/person (weekdays) or for \$23/person (weekends & holidays). Spectators (non-jumpers) are not included in the guest count. The maximum number of party guests in one of the ground floor party suites is 24. If you have more than 24 participants, please call us to discuss a Party a la Carte option.

Will I be sharing the party and play/jump areas?

The Launch Pad, OH-Zone, and iSpy Deck party suites are private or semi-private party spaces. When you book your party, the suite is yours for two hours. Kidz Adventure play area and all trampoline court areas are shared with other Elevated Sportz customers. If you wish to have Elevated Sportz all to yourself for a special event, please call to speak with our Event Coordinator about a full-facility rental.

Can I bring in my own food and beverages?

Party packages include pizza and beverages (choice of soda, apple juice, or milk). No outside food or beverages are allowed with the exception of a birthday cake or cupcakes. The iJump Cafe offers a large selection of additional food and drink choices. Please ask us for the complete menu selections. Only customers who have purchased a party package will be allowed to bring in outside cake or cupcakes.

What time should the host and guests arrive?

The host and guests should plan to arrive 15 minutes prior to the scheduled party time. Please check in at tStation 4 – Group and Party Check. Your party host will help you check-in; add on additional participants, food and beverages; collect waivers; and direct you to the party suite to drop off gifts. Birthday parties last two hours.

What if someone does not have a waiver?

All participants under age 18 MUST have a waiver signed by their parent or legal guardian in order to jump or play. Please make sure that no one in your party has to sit out because they do not have a signed waiver. Note: If child's parent is not present, the paper waiver must be signed by the child's parent or legal guardian and include the parent's driver's license number. Sorry, no exceptions.

Can I bring in balloons, party decorations or pinata?

You may bring in your own balloons and party decorations, but please no confetti! If you wish to hang decorations on the walls or windows, please bring in blue, removable painter's tape as no pins or masking tape are allowed on walls. Our party areas are pre-decorated and party tables include colorful table cloths, tableware, and balloons to make our parties easy for you! For safety reasons, we cannot allow piñatas.

You can order additional helium party balloons from us (our colors are lime green, bright orange and yellow).

What should we wear?

Socks or grip socks are required in Kidz Adventure play area; grip socks or bare feet on trampolines. Grip socks are available for purchase at the reservation desk for \$2 per pair. Non-grip toddler and small child socks are available for \$1.50. Participants should wear comfortable clothing free of sharp objects. Wallets, cell phones, loose piercings, jewelry and sharp hair accessories should be removed before entering. We are not responsible for lost items – please leave valuables at home.

What if I have to change my party date?

You may reschedule your party up to 14 days prior to your party date with no additional charges. A change fee of \$75 will be charged if you reschedule within 14 days prior to your party date. The rescheduled party must be within 3 months of the original party date. We will credit the full party amount toward the rescheduled party. No refund for cancelled parties.

Are parties just for birthdays?

We can host a variety of groups and special events including: corporate meetings and team building, family reunions, church youth groups, sports team events, or any other event or celebration need. Call us for details.

Party Suite Descriptions

Launch Pad Suite

- Adjacent to Kidz Adventure play area.
- Accommodates up to 40 people; table seating for children only at 1-4 tables.
- Can be set up as a conference/training room for corporate events
- Wall mounted TV screen monitor (available soon).
- White board.
- Adjustable sound system.

Oh-Zone Suites

- Room with a fantastic view! Floor to ceiling windows overlooking the entire facility.
- Reach by stairways only.
- Accommodates up to 98 people; seating at 5-6 tables.
- Adjustable sound system.

iSpy Deck Suites

- Area with a fantastic view! Located above iJump Cafe overlooking the entire facility.
- Reach by stairways only.
- Divided into two semi-private party spaces.
- Accommodates up to 30 people per space; table seating for children only at 2-3 tables per space.

Party a la Carte (11)

Can I have a party for over 24 participants?

Yes! We call this a Party a la Carte and it is held upstairs in the OH-Zone suite. Between 25 and 98 party participants can be accommodated and you customize the activities, food and beverage options.

Can I have a Party a la Carte if I have less than 25 guests?

Yes, the Party a la Carte package offers more flexibility for you and your guests.

What days and times can I schedule a Party a la Carte?

A party in the OH-Zone suite is 2.5 hours in length. Hours on weekdays, Mondays-Fridays, are 10:30 AM-1:00 PM and 6-8:30 PM; Saturdays same AM time, evenings from 7-9 PM; and Sundays same AM time, evenings from 5-7:30 PM

What is the cost of a Party À la Carte?

The OH-Zone suite rental fee is \$200 for 2.5 hours of private reserved suite time. In addition, you will be able to customize your party with a minimum of \$400 of Elevated Sportz amusement activities, grip socks, amusement games, and food and beverages from the iJump Café.

What are the activities I can choose?

You can purchase trampoline open jump time, Kidz Adventure play time, and /or Jump-Play Combo. Group discount rates apply for all Party a la Cartes, except Saturday Night Cosmic Night Party a la Cartes, when all tickets are \$12/person. In addition you can purchase tokens for your party guests for Laser Maze Challenge and/or EyePlay interactive game stickers.

What about food and beverages?

You can order from the entire menu selection available at the iJump Café. Special event menu with a selection of catering style food is available. A party associate will work with you to plan your selections prior to your party. (No outside food or beverages are allowed.)

How do I pay for a Party a la Carte?

A \$200 non-refundable deposit is required to reserve the day and time of your party. The remaining balance will be collected when your activities, event menu selections are finalized. At least one week prior to your event. You can pay for your party over the phone or in-person at the reception desk. We accept cash, debit and credit cards from *VISA and MasterCard*. Sorry, we do not accept checks.

Can I spend more than \$400?

You must spend the minimum of \$400, but you are welcome to purchasing additional activities, food, beverages, and/or merchandise for your guests.

How do I book a party?

Call us at 425-949-4488 or visit us in person. A \$200 non-refundable deposit is due at the time of booking your reservation. A party associate will work with you to confirm the date/time and follow up with you on your selections for activities and food/beverages.

When should I book my party?

Parties are booked on a first-come, first-served basis, so the earlier you book the larger your choice of times and dates. It's very common to book a Party a la Carte 6-8 weeks in advance.

What if I have to change my party date?

You may reschedule your party up to 14 days prior to your party date with no additional charges. A reschedule fee of \$75 will be charged if you reschedule within 14 days prior to your party date. The rescheduled party must be within 3 months of the original party date. No refund for cancelled parties.

