

LAUNCH LANSING BIRTHDAY FAQ

- 1. Once I book my party, what type of communication can I expect to receive?** Immediately upon booking and completing your required 50% deposit payment, you will receive your booking confirmation email. In addition, another automated email will be sent to you with your party details, waiver link for you and your guest to complete pre-arrival, and many other details that reviewing prior to your party date will help understand what to expect the day of your event. Finally, we do confirmation calls approximately 3-5 business days prior to your party, so this will help alleviate any final details/changes that may need to be made.
- 2. Does the birthday child count as a participant in my party package?** Yes
- 3. Do you require a deposit to reserve a party package?** Yes, a 50% non-refundable deposit is required at the time of booking. Should you need to change your reservation date/time, we will work with you up to 1 year from the date of your booking to reschedule your party date/time and apply your full deposit towards the new party reservation. We will only allow the deposit to be used towards a party package. It's not transferable to other types of reservations. The remaining balance of your party is always due in full the date we host your party.
- 4. Can I add more participants/food after I reserve my party?** YES, with food we try and prepare our kitchen 72 hrs in advance of your party date, so we ask that all food & drink orders are placed in advance. With participants we ask the same, however we are always prepared to take on more participants even the day of your party if need be.
- 5. When do we check-in, eat, and do the activities?** All party packages are structured to to have a 15 minute check-in prior to your party jump start time. We always jump before we eat. Sick kiddos are what you end up with when you try to reverse that order. Jump time is followed by your meal time. If your package includes laser tag, that always follows meal time after you depart the room. If you have arcade in your package, we DO NOT build in specific arcade time, so it will be at the party parents discretion when to hand those arcade cards out. Most do it during the meal time as we find that the kids are done eating well before that meal time is up.
- 6. What other food and/or beverages can I bring in with me?** Desserts such as cake, cupcakes, or cookies are allowed with a paid party package reservation only. All other food/drink must be purchased through our cafe, including ice cream (We have ice cream cups or hard serve sundaes available). Please note that pitchers of water will be provided at no cost during your party.
- 7. Can I decorate/ how early can I decorate/ what decorations can I bring?** Yes, you can decorate, however we don't allow anything to be taped to the walls. Your room access will typically coincide with your check-in time. If you want earlier access, you will need to check with the event coordinator 24hrs before your party to see if that can be arranged based on the current schedule for that day. Balloons, table top, and floor decorations are fine.
- 8. Do you supply plates/napkins/silverware?** Yes, we have it all
- 9. Can I trade out laser tag for additional jump time or arcade?** No, unfortunately we do not trade out items included in the party packages. You are welcome to forgo laser

tag with a package if you so choose. If you ask in advance we will provide the party parent with (2) 1-hr free jump passes if your entire party group forgoes laser tag.

- 10. What comes in the party favors?** The Launch Party Favor is a Launch Logo Cup with some pieces of candy in it. There is room for you to add a few items if you would like to or you can bring in your own party favors as well. The logo cups will be used by participants during the party meal time, however they are theirs to take home with them.
- 11. Do you have a specific toddler jump area?** Yes, it's a small area of 3 trampolines near the Launch Pad Area designated for toddlers only. We recommend the MVP time slots on Saturday that occur before noon if you have all toddlers. That way your jump time overlaps with our Toddler Time Program that runs from 10am-noon on Saturday.
- 12. Do ages 2 and under count as participants?** Yes, with party packages any individual that is going to get on the trampolines has to be added as a participant to the package. Our general admission policy of 2 and under being free with a paid adult admission does not apply to party packages.
- 13. Do I have to pay for anyone not jumping who wants to come?** We do not charge for non-participants, however please note they are not included in the unlimited drinks (this is for paid participants only). So if you have non-participants, please consider adding additional food and beverage to your party prior to 72 hrs in advance.
- 14. Who has to fill out a waiver?** ALL GUESTS, including non-participants if they are going to remain in the facility. A convenient link is in your original booking email for you to share with all your guests. Please note we only have digital waivers available.
- 15. I have more than 20 guests attending, is the room going to be big enough?** Launch Party Spaces can typically accommodate 15-20 guests at a time pretty comfortably. Remember that the participants are really only seated at the tables during the scheduled meal time. If you have more than 20 guests, you can consider upgrading to our upper mezzanine or double party room for an additional charge in advance, if available. The other thing a lot of parties do is have the non-participants step away and make room while the kids come in and eat if it's getting a bit crowded.
- 16. What is the age limit for participants?** We welcome all ages at Launch to be participants. We are happy to host adult and kid parties alike! We don't have an age limit per say, but more like an ability requirement to be a participant. All participants must be able to "jump" on their own without the assistance of another individual. We don't allow participants to be in the same trampoline square OR to hold onto another participant while in the act of being on the trampolines. So whether you're 2 yrs old or 80 yrs old, if you can meet those guidelines, then you can be a participant.

Have a question we didn't address in our FAQ? Please e-mail it to us at info@launchlansing.com and we'll be glad to help get it answered.

HAVE AN AWESOME DAY & THANKS FOR CHOOSING LAUNCH!