



FREQUENTLY ASKED QUESTIONS

What is included in the rental of an inflatable?

For safety reasons we insist in delivering, setting up, and taking down all Inflatable Bouncers. A delivery fee will be charged in addition to the rental price. Please inquire about the delivery fee to your area at the time of booking. We always set up prior to your rental time and take down afterward so that you receive your full rental time. Generally, delivery and pick up will take place 30 minutes to 2 hours before and after your event. Due to the delivery schedule on your day, you may receive extra time, at no additional charge to you.

Your rental time begins and ends at your contracted time, regardless of how early we set up or how late we take down. Please note that attendants are not included in the rental price (unless otherwise stated). We do go over all safety / operating rules with you and your volunteers at the time of delivery. However, if you prefer to have us man the equipment, we are happy to add our attendants to your order for a cost of \$25/hour per attendant.

How soon should I book?

Our items are booked first come first served so the sooner you book the better your selection will be. Also, due to scheduling we are not always able to accommodate last minute rentals. Although we will do our best to fit you in, it is best to book as well in advance as possible to avoid disappoint.

My party is tomorrow. Can I still get a rental?

Please give us a call and we will try our best to work it in. However, we are not always able to accommodate last minute rentals. To avoid disappoint it is best to book as far in advance as possible, especially if you are looking to book on a Saturday or Sunday.

Is there a cleaning charge?

As long as it is general cleaning, there is no charge. If excessive cleaning is needed, a cleaning fee of minimum \$50 will be charged.

Do I have to sign a rental agreement?

Yes. Every customer will be presented with a rental agreement (including release of liability) and safety rules which the customer must review and sign before the rental equipment will be set up.

What kind of power is needed?

Blowers for all of our Inflatable Bouncers require a standard 110 volt, 20 amp circuits, three prong outlets within 100 feet of the set up area, otherwise a generator will be needed. We can provide a generator, however, we would need advance notice and there would be an additional charge. Please note that food machines and blowers for Inflatable Bouncers should not be on a shared breaker with each other or anything else otherwise they may pop the breaker. You should discuss power needs when booking if you have any questions.

What type of surface can the inflatable be set up on?

The area should be reasonably flat, level, clean and clear of any sticks, stones, toys, or animal feces. Grass is the best surface for our Inflatable Bouncers. Types of surfaces that are not suitable are stony or rocky surfaces.

Can teenagers and adults use the Inflatable Bouncers?

All other Inflatable Bouncers have a maximum age of 10 years/100 pounds maximum per jumper and are not permitted for teenagers/adults.

Inclement weather policy

We make every effort to set up for each and every rental reservation. However the safety of our clients is our top priority. We cannot set up in inclement weather due to the chance of injury or electrocution and, in such cases, reserve the right to cancel your reservation. Inclement weather includes, but is not limited to, rain, high winds, hail, snow, sleet, and ice. If the weather is cloudy but it is not raining hard, we will stay in contact with you prior to your scheduled time and give you the choice whether or not to set up. We have a simple policy – if we set up we expect payment, if we don't set up we don't expect payment (and any deposit will be refunded in full) as long as the decision is made before our staff have left for your set up. If the decision to not set up due to weather is made after our staff have left for your set up we may charge a delivery fee to cover their time and cost to get to you.

How much space is required to set up an inflatable?

There should be at least 3 feet of clearance on all sides of the inflatable. This provides the person supervising enough room to observe the participants and provides the unit clearance from snagging while it flexes or is being inflated or deflated. There should also be adequate height above the unit. You can view the dimensions of the units and the minimum space required for all of our Inflatable Bouncers on the Bouncy Castles & Slides or Interactive Games pages. The set up location should also have very little slope and be free of rocks, limbs, debris, and animal waste.

Do you charge for Cancellation fees?

In most cases we don't charge a cancellation charge, so long as you give us a notice so that we can rent the castle out to somebody else (2 weeks notice) and all deposit can be transferred to a future date with no expiry.

If you give us no or very little notice (other than for bad weather) then you may be liable to a charge (\$50.00) from your deposit and rest of your deposit will be transferred to a future date with no expiry.

Payment Policy?

Drivers are required to collect final payment at time of set up unless you've made arrangements to charge a credit card the previous business day. No equipment will be left until payment is made in full. Failure to make payment could result in delays and/or event cancellation fees. Please ensure that the renter or representative of the renter is present to receive the delivery with payment.

