

## FAQ's

**1. Does the rental price include delivery and set up?**

A: Yes, in most cases. Some cities outside the Denver-metro and Colorado Springs-metro areas have an additional delivery fee.

**2. Do you set up in parks?**

A: Yes. Some parks require a permit for an inflatable to be set up in their parks. It is your responsibility to obtain the permit. Some parks also require to be named as "additional insured" from our insurance company. Please allow 5-7 business days to arrange this service.

**3. What is your cancellation policy?**

A: Notice for cancellations must be given 7 days in advance of scheduled event. ALL cancellations will be charged 50% of the order if received less than 7 days prior to scheduled event. Failure to cancel reservation or pick up reserved rental items will result in the order being charged the full reservation amount. There is no charge for canceling due to weather, if cancellation is made before equipment is delivered.

**4. Cancellations due to bad weather?**

A: There is no charge for canceling due to inclement weather (rain, snow, wind). Cancellation must be made before equipment is delivered. If you decide to have the equipment delivered anyway, you are responsible to pay for the full reservation amount, no discounts will be given.

**5. Can adults and teenagers play on the inflatables?**

A: Bounce houses are for up to 12 years of age and are not intended for adults or teenagers. Most of the interactive inflatables are excellent choices for adults and teens.

**6. Do you offer packages?**

A: Yes. Packages are based on your specific event and party needs.

**7. Do you require a deposit?**

A: Most rentals do not require a deposit. We require a 10% deposit for orders totaling \$300 or more.

**8. What methods of payment do you accept?**

A: We accept all methods of payment including cash, checks, and all major credit cards.

**9. Do the drivers accept tips?**

A: Tips are not required but are strongly encouraged. Appropriate tip amounts are \$5-\$20.

**10. When is payment expected?**

A: Payment is due upon delivery, before set up is complete.

**11. Will the inflatable damage the lawn?**

A: No, in most cases. Do not set up an inflatable on new sod. We recommend extra watering time and/or hand watering the area where the inflatable was set up.

**12. Do you set up inflatables in the winter?**

A: Yes, weather permitting.

**13. Can the inflatable be left overnight?**

A: Yes. For an additional \$25 fee, we can leave the inflatable overnight as long as it is in a secure location and weather permitting.

**14. Do you clean your equipment? How often?**

A: Our equipment is cleaned at our warehouse after each use. We use a biodegradable solution to clean the equipment.

**15. Do you offer a discount for returning customers?**

A: Yes.

**16. Do you offer half-day pricing?**

A: We offer half-day pricing November through March. April through October, we offer a flat rate for up to 8 hours.

**17. Can you set up on cement?**

A: Yes. We use sandbags or water barrels to secure the inflatable.

**18. How many children can play in the 13x13 or 15x15 bounce at one time?**

A: We recommend up to 8 children (12 and under) for the 13x13 bouncer and up to 10 children for the 15x15 bouncer. No adults please.

**19. Can the inflatable be set up inside?**

Yes, all units can be set up inside if there is room and the ceiling is more than 10ft high. We have some units that are small enough to fit inside a basement with 10ft ceilings.

**20. Who is responsible for the safe use and operation of the inflatable?**

A: Once you have taken possession of the inflatable and signed the lease agreement, you are responsible for the unit and the participants playing on it. Attendants can be provided for an additional fee.

**21. Do we need an attendant from your company?**

A: No, not if you are willing to accept responsibility for the safe use and operation of the equipment.

**22. What type of electrical outlet is required?**

A: The blowers plug into a regular 110 outlet. The driver will have 50ft and 100ft extension cords, if necessary.

**23. Do we need a generator?**

A: Generators are a source of electricity. You may need a generator if your delivery location is not near an electrical outlet, such as in a park. Some parks require the use of a generator even if the shelter has electrical outlets.

**24. How many hours is the rental?**

A: The rental time is for up to 8 hours during peak season. November through March we offer half-day (4 hours) rentals with half-day pricing.

**25. How long does it take to set up the inflatable?**

A: The basic bounce house takes about 15 to 25 minutes to set up from driver arrival to driver departure.