

DELIVERY AND PICKUP

Reservation Length: All regular prices are for a day rental. Earliest deliveries start from am on the day of the event and can range to the customers desired delivery time. Pickups can range up to 3 hours after the desired pickup time. It is required to have at least a 2-hour window for delivery and pickup so drivers can make deliveries on time, otherwise, delivery and pickup times are **NOT GUARANTEED**. Latest pickup time is at 9pm. If the event goes late into the night it is recommended to choose the overnight option (additional fee depending on product rented), which we will than pickup after morning deliveries.

Delivery: Delivery is available and depending on location there will be a delivery fee. Delivery times should be arranged between 2 hours of the start of your event. The person who made the reservation or who made payment must be present during the time of delivery to sign for the rental. Customer is required to check the rented unit and all tie downs before the driver leaves because there is no guarantee that the driver can return before the pick-up time.

Pickup: Pickup's will be the time you requested and can take up to 2 hours after (since drivers have more than one order, they may be delayed). If you are finished using the bouncers before the pickup time, you may simply unplug the unit until the driver arrives for pickup. Keep in mind we prioritize our deliveries first then our pickups unless a special arrangement is made. Overnight pickups are done the next morning between 8am - 12pm, usually the majority of the pickups are around 12pm.

Setup: Inflatables can be setup on grass, concrete, asphalt, hardwood, or sand. Cleaning fees apply for units to be set up on sand, customer MUST notify Skybounce during reservation. It is the Customer's responsibility to make sure there is a large enough space for setup. Customer is responsible for measuring their setup area to make sure it will fit. If upon delivery time Skybounce discovers there is not enough space for setup, then a cancellation fee may be applied up to the full amount of the rental. If we have to switch the unit there will be an additional fee applied and there is no guarantee the time the unit will be delivered. Hills or slight inclines in setup location should be a maximum of 5 degrees. Gates and walkways have to be a minimum of 3.5 feet wide for all inflatables and 5-6 feet wide

Stairs: Customer MUST inform Skybounce of any stairs/steps present to the area of setup. Maximum of 20 stairs/steps allowed for Bounce Houses, 10stairs/steps for larger inflatables. If steps surpass maximum allowed there will either be a Delivery Fee applied or reservation will be cancelled and a cancellation fee will be applied.

Water Slides: Water slides require a regular garden hose (not provided) within range of the setup area. Water slides DO NOT come with mats or any cushions to be placed under the pool area, if customer wishes to place mats for extra cushion, they need to provide it during the delivery time. Water should be turned off when the water slide or slip n slide is not being used.

Tables, Chairs and Tents: Delivery of these items is only "curbside delivery". The items will be dropped off at the renter's address, but not set up. Setup of these items is entirely the renter's responsibility. We ask that the items be prepared for pick-up just as they were dropped off; that is to say that all tables, chairs and tents should be folded and stacked as they were dropped off.

SITE PREPARATION

Customer must make sure setup site is ready, (i.e. lawns mowed, vehicles/obstacles out of the way, animal feces removed, setup location cleared) before driver is scheduled to arrive. If the site is not ready or accessible when the driver arrives, or if rented equipment cannot be moved directly on site (extra handling involved) the customer may be charged an additional delivery fee. If site is not prepared driver might be forced to leave and reschedule your delivery at a later time, in which case a delivery fee might be applied.

Underground Utilities: Please be ready to inform driver of the existence of any underground utilities (i.e. phone lines, gas lines, septic system, etc.), that may interfere with the ability to stake and/or anchor equipment. Customer assumes responsibility for any damage to underground equipment, or landscaping resulting from equipment installation. It is recommended you contact **DIG ALERT at 8-1-1 or 800-422-4133** before our arrival.

PAYMENT

Credit Card: All major credit cards are accepted. To pay by credit card customer must pay before delivery time (either during reservation time or upon confirmation). If name on the credit card is different than the person making reservation, and the credit card owner will not be present to sign for rental, then a Credit Card Authorization form will be required to be filled out and sent in for reservation to be accepted. There will be a 3% fee charged on credit card payments.

Check: Skybounce does not accept personal checks. Business checks are acceptable. All returned checks will be charged a \$30 penalty fee.

Cash: The preferred method of payment is C.O.D. (Cash on Delivery). Customer is required to have exact cash amount for the balance due since drivers do not carry change with them.

Tax: Taxes apply to all rentals.

CANCELATION POLICY

If a customer decides to cancel their reservation, they must do so 72 HOURS (3 days) before their reservation day. If customer cancels their order 48 hours (1-2 days) of their reservation date, a cancellation fee of 20% of the rental total will be applied. If the customer cancels their order the day of the rental and driver is on site of delivery they will be charged the whole rental amount.

If the customer cannot get a hold of the company, or has called after business hours, it is still the customer's responsibility to leave a message in the company's messaging system about cancelling their reservation or sending an email to jumpnjump@yahoo.com regarding the cancellation.

RAIN POLICY: In case of rain or severe weather conditions (high winds exceeding 20mph) during your rental date, customer is allowed to cancel the same day as delivery without any cancellation fee (also pertains to forecasts with probabilities of rain or high winds greater than 50% likelihood). **Customer MUST CONTACT and cancel before 7am on the day of the event (voicemail and emails before 7am are ok for cancellation).** If customer cancels the order, it will be canceled for the rest of the rental period with no guarantee that Skybounce can deliver if weather conditions get better. Customer can re-schedule for a future date.

If customer decides to go ahead with the order even though the weather forecast says it will rain, but it is not actually raining at the time, then we will go ahead and deliver the order. However, if it does start to rain during the rental time, Skybounce reserves the right to cancel the order, due to safety concerns, with NO refund provided.

During rain/inclement weather, it is unsafe for anyone to play inside the inflatables, therefore we do cancel orders during raining/inclement weather days. However, since people do have events and parties that are usually planned out weeks/months before, or may take place indoors, we give customers the option to deliver the order or cancel it for days that are predicted to rain.

It is the customer's responsibility to contact Skybounce to cancel their order or go through with it during these rain/inclement weather days before 7am. If customer decides to cancel order once Skybounce driver has already arrived at their location, than Skybounce reserves the right to charge customer a cancellation fee for not contacting before delivery and for making our driver do the labor work and drive out to your location.

PARK RESERVATIONS

Note: Customer must be present at the park at least 1-2 hours before the time of delivery. Be sure to ask the driver how to turn generator on and off and how to refill the fuel.

Permits: Customer should call the local city Park and Recreation Department to inquire about their rules and regulations prior to placing order. Park permits are required from the customer prior to event date by most parks, some don't require it, so please check with park officials to make sure. If a permit is required but customer did not obtain it or falsified information, park officials may require the bouncer to be picked up during the event, in which case there will be no refund.

Insurance: Skybounce has full liability insurance and delivers to all parks that allow inflatables. Parks require the applicant to acquire additional insurance from JNJ for the bouncer rental. Customer should reserve units approximately 3-4 days before event day to allow time for processing the required insurance certification with the park.

Electricity: A generator is required for all inflatable going to a park, unless park facility provides electricity and customer has ensured there will be a dedicated 15 AMP circuit available. Please contact JNJ to make sure you reserve the correct amount of generators.

Water Units: Water units cannot be setup at a park since a dedicated water supply and water hose are required, something that parks don't provide for their guests.

ELECTRICITY RESPONSIBILITY

NOTE: Providing adequate electricity is solely the customer's responsibility. Customer must make sure there are an adequate number of electrical outlets, with sufficient power, to keep the units working properly. If there are no electrical outlets available at the setup location (i.e. parks, fields, parking lots), then a Generator will be required. Keep in mind generators only last between 3-4 hours. After that we do not go back to put more fuel in the generators.

Extension Cords: Please be ready to provide extension cords to drivers if the setup location is further than 25 feet away from the outlet you plan to use. **JNJ drivers DO NOT carry extension cords. However, if customer REQUESTS one, driver will make sure to carry an extension cord for their order.** Any extension cords used must be 3-prong cords that are UL and CE approved and no less than 14/3 gauge.

CONCESSION MACHINES

Mostly all concession machine rentals are table top machines and DO NOT come with a table/stand. Customer needs to provide a table or stand along with an extension cord. All concession machines come with all the accessories needed for 25 servings. Driver is responsible for instructing customer of the correct operation of the concession machines and customer's signature of rental agreement is proof of driver's instructions. JNJ also provides operation instructions on how to use the machines.

Note: Snow Cone machine rental does not include ice cubes and should be provided by the customer (can be purchased from any supermarket). It is recommended to have about 50-60 pounds of cubed ice for every 100 servings.

SUPERVISION OF INFLATABLES

Customer is responsible for supervising the safety and conduct of all participants using JNJ products. Therefore, there should be a responsible and mature adult supervising the operation of the units at all times. Safety of all participants in units is the responsibility of the person supervising

JNJ does provide inflatable attendant service for larger events at an additional fee. Attendants will come out and supervise the safety of participants using the inflatable products. However, the responsibility of making children follow attendant's guidelines is the adults or parent's responsibility.