|  |
| --- |
| **Frequently Asked Questions** |
| **Q: Does the price include set up and delivery?**  A: Yes, although there are additional delivery fees for areas outside of Quincy.  **Q: Do you deliver to other cities?**  A: Yes, but once again please be aware that due to rising gas prices and labor that travel fees can be quite high. Please call our office for a current quote 217-224-JUMP (5867)**.**  **Q: What are the dimensions of the jumps and how much room do I need?**  Multi Colored Castle 13x13  Multi colored Moonwalk 13x13  Red/Blue Castle 15x15  Red/Blue Moonwalk 15x15  Monster Truck 13x13  Sports Combo 18x13  Modular Combo 15x13  Bungee Run/Joust 35x14  Obstacle Course 15x53  Jumps need room to be staked and room for the blower, plan for about an additional 4 around all sidesof the unit.  **Q: Set up Area**  A: We can set up on grass or concrete. Sorry we cannot set up on dirt or any type of rocks as the constant rubbing will wear through the vinyl on the jumps. We will need a clear path and ample room to the area you would like the unit to be set. A little slope in the yard is not a problem; however, steep slopes are unsafe for inflatables and occupants. We will need clear from obstruction such as trees and over hanging wires. We will need to be within 100 ft of electrical. The yard needs to be cleared of debris such as twigs, rocks, and dog dirt BEFORE we get there.  **Q: When do you set up and pick up the jumps?**  A: We contract our jumps out by your event time. However, we do try to get out first thing in the morning to deliver, but please keep in mind that some days we are all over the tri state area. We could potentially be there 3, 4, 6, hours before your event, or it could be 30 minutes before your event start time. It just depends on our schedule and delivery route for that day. For rentals that are held at venues such as parks, we try to schedule the delivery and pickups closer to your event start and end times as we CANNOT have our jumps left unattended. As far as pick up times, unless it is a community event we schedule pickups in the early evening and BEFORE dark sets in. This is to prevent dew or any wetness from settling in on our jumps.  **Q: What payments do you take?**  A: Cash, check, or on site credit card processing. If paying by cash, please have exact change, as we do not carry extra cash.  **Q: Do you require a deposit?**  A: Yes, because inflatables are rented on a first come, first serve basis, we require half of your rental fee to secure your bounce house rental. This assures you on receiving the item you reserve. Churches, schools, businesses, and non-profits may make special arrangements for payment. Please call our office for details 217-224-JUMP (5867).  **Q: Are we responsible for the unit if it gets a tear or damaged in any way?**  A: Yes and no. You are not responsible for normal wear and tear on our units. Seams may develop tears in high traffic areas over a period of time. If however, damage occurs due to failure to follow our safety rules or negligence (i.e. not turning off the blower in high winds) you will be responsible for all damages up to and including replacement of the unit/blower etc which can cost thousands of dollars. We don´t want you or us to be in that situation which is why we have you sign and initial on all of our safety rules so that you can be the trained operator.  **Q: What if we need to cancel our rental?**  A: All we ask is that you call our office and inform as at 217-224-JUMP (5867). Please be courteous and give us plenty of notice so we can make it available to another customer, some weekends we have waiting list well in advance.  **Q. Are you guys insured?**  A: Yes, we are. The State of Illinois requires us to carry liability insurance on all of our jumps; a carnival and amusement inspector from the State of Illinois inspects all units yearly.  **Q: It is raining, now what?**  We do our best to accommodate all customers in times of unforeseen weather. If the weather is questionable on the date of your event, we will contact you to discuss options. Safety being our number one concern, we reserve the right to cancel any rental due to rain, high winds (15 mph or more), or other weather related issues. In cases of light, scattered showers, you may choose to have the unit delivered, however, the remainder of the balance is due and there will be NO REFUND, regardless of total time used. If you decide to cancel our delivery, we will work with you to reschedule or refund your deposit.  **Q: What if it is windy?**  A: Wind gusts of 15 mph or more, we would need to cancel delivery and we will work with you to reschedule or refund your deposit. Safety is of upmost importance to our company.  **Q: Can inflatables be set up indoors?**  A: Yes. We will work with you to determine if the rental you selected will fit in your venue. Site visits are available on request.  **Q: Can I pick up and set up rental myself?**  A: No. For insurance and safety reasons, we personally set up and pick up every rental.  **Q: If a business wants an additional insurance certificate, can you provide this?**  A: Yes. Bounce Unlimited carries a liability policy, however, Bounce Unlimited; LLC will NOT be responsible for any acts of negligence on the part of the customer, their representatives, or guests. YOU are required to monitor and provide your own attendant for the inflatable at all times.  The fee for additionally insured certificate is $50.00 per certificate and we need at least seven days notice prior to the event to add to our insurance.  **Q: Do you provide staffing for events?**  A: For large events Bounce Unlimited can provide staffing at $25.00 per hour, per staff we would have onsite. All jumps require at least one staff member, with the exception of the obstacle course, which we would provide two staff members. Our staff would be available to monitor the jumps and usage. Our staff will NOT collect tickets or money at the event. Our staff’s priority is safety.  **Q: Do we need to sign a liability release form?**  A: Yes, Lesser is NOT responsible for injuries occurring to Lessee or their guests or occupants.  **Q: We have called several times, but always get your answering machine?**  A: We both work full time jobs and run Bounce Unlimited as a side family business. We normally return calls in the late afternoons or evenings. On weekends we are out and about delivering and picking up jumps. Please be patient, leave a message and we WILL get back to you.  **Still have a question? Call or Write:** [bounceunlimited@ymail.com](mailto:bounceunlimited@ymail.com) **217-224-JUMP(5867)** |