



Bubble & Bounce Inflatable Hire
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FAQ's:

1. *HELP! The jumping castle is deflating!*

Should the inflatable begin to deflate:

- A responsible adult should walk around the castle and check that all ropes, pegs, etc are still secure before letting the children on. This should also be done now and then during operation to make sure no ropes have come undone.
- If the motor has stopped – check the cord connection at the outlet and at the motor. Check the circuit breaker. Remember that multiple devices on the same plug circuit can overload the circuit breaker. Try switching to a different plug circuit and/or switch other devices off. Also check that that you do not have a faulty extension lead.
- Check the air intake on the side of the motor for blockage. Check all air tubes that connect to the blower on the back/side of the inflatable for snugness and retie if necessary.
- When the inflatable goes back up check that all stakes and rope is still secure and keeping the inflatable in place. If inflatable stakes come loose, pull the loop of the inflatable towards you and re-stake. If rope is loose, retie. Remember, it's your child on the inflatable. Secure the inflatable as best as you can.
- Should the inflatable not inflate or if you experience any other problems with the equipment, please call a Joy in the Air Inflatable Hire Joy in the Air Inflatables representative at the following phone number before allowing or engaging in further use of the inflatable/equipment.

2. *I've just checked the loadshedding schedule and it coincides with my child's/ren's party. I have a generator. Will it work?*

Preferably not. We prefer you do not use generators on any of our blowers as generators do not provide a steady flow of electricity, thus making them work much harder than what they are supposed to. This causes blowers to burn out. We understand that due to load shedding; generators are one of the more readily available solutions out there, thus, should you opt to use one whilst the inflatable is in your care, you agree, by default, to replace a blower within 7 days if it burns out while you were using it on a generator.

3. *How do I know whether my booking is confirmed or not?*

We will email you a confirmation! Once you have paid the deposit, send us the POP and we will respond in writing with your official confirmation. Please make sure you include all of your details for delivery, etc.