



Terms & Conditions

Version 3.1 | Effective August 27, 2026 | Supersedes Version 3.0

How our documents fit together

These Terms & Conditions apply to every booking. Your signed Master Rental Agreement & Liability Waiver is the binding contract for your rental. If anything in these Terms conflicts with the signed Agreement, the Agreement controls.

Our Return & Refund Policy and Privacy Policy are incorporated into these Terms by reference. All four documents are available at rivercitysatx.com.

1. Reservations

Your reservation is confirmed once the required reservation deposit has been received and you receive a booking confirmation from us. Submitting a booking request does not by itself reserve your date or equipment.

Before delivery, you will be asked to sign our Master Rental Agreement & Liability Waiver. Equipment cannot be delivered or set up until that Agreement is signed.

Fixed prebuilt packages displayed online, including wedding, festival, school, church, field-day, quince, and standard pop-up-tent packages, use standard online checkout. Custom or large events, especially high-peak-frame tent installations and customized wedding-tent packages, are booked by written quote or manually placed order.

2. Payments

- A 20% reservation deposit is required to secure standard online reservations, including fixed prebuilt packages. Custom or large events requiring a written quote require a 30% reservation deposit or another written payment schedule disclosed before confirmation.
- The reservation deposit is applied toward your order total. It is non-refundable for an ordinary cancellation, subject to our Return & Refund Policy and to the weather terms in Section 6.
- The reservation deposit is not a security deposit, damage deposit, card authorization, insurance product, or Accidental Damage Waiver.
- Your remaining balance is due in full 48 hours before your scheduled delivery date and time.
- Reservations accepted within 48 hours of scheduled delivery must be paid in full when the order is placed.
- We may send a courtesy payment reminder approximately 72 hours before scheduled delivery. Not receiving a reminder does not extend the payment deadline or relieve you of responsibility for paying on time.
- If your balance is unpaid 24 hours before scheduled delivery, we may cancel the reservation, retain the reservation deposit, and release the equipment to another customer. Cancellation for nonpayment is discretionary and requires management approval; it does not happen automatically.
- We do not load, deliver, or install equipment on a standard order while a balance remains unpaid.
- Texas sales tax and any applicable delivery fees are added at checkout and shown before you pay.

- We may require a valid card on file. That card may be charged only for amounts authorized by these Terms or your Agreement, properly disclosed to you and documented, and only as permitted by our payment processor and applicable card-network rules. A card authorization or hold is not a payment and does not reduce your balance.
- Deposits, discounts, coupons, and promotional offers apply to rental charges only. They do not reduce delivery fees, taxes, damage or cleaning charges, difficult-access charges, or other authorized fees unless the offer expressly says so.
- Schools, churches, municipalities, HOAs, and approved commercial customers may receive purchase-order, invoice, or net terms only where we authorize those terms in writing before delivery.

3. Rental Period & Pickup

Your event-ending time is a required field on your order. It appears on your order confirmation and on your signed Agreement, and it governs your rental period.

Your right to use the equipment ends at the contracted event-ending time. At that time you must stop all use and remove all participants from and around the equipment.

Unless we instruct otherwise, please then leave the equipment powered and secured as installed until our crew arrives within the scheduled pickup window to power down, deflate, and collect it. If you have purchased Overnight / Next-Morning Pickup, Section 4 applies instead.

Delivery and pickup take place within scheduled windows determined by us, not at exact times. Pickup windows are communicated before your event, generally by text or email.

Blowers, generators, and foam machines must remain off whenever equipment is not in active, supervised use, including overnight. Equipment that has been powered down may not be used again before pickup.

You are responsible for keeping the setup area secure and accessible until pickup — including arranging gate access, containing pets, and turning off irrigation. If our crew cannot access the equipment during the scheduled pickup window, a return trip fee may apply.

4. Extended Rental Options

These options are available where we offer them on your order. They must be purchased in advance and cannot be added on site. Availability may be limited by schedule, equipment, or weather.

Overnight / Next-Morning Pickup (\$30)

Your equipment stays on site after the event and is collected the following morning within a pickup window we determine.

At your event-ending time you must: stop all use; remove all participants from and around the equipment; turn off the blower and any other powered equipment as our crew instructed at setup; secure the setup area; and prevent any further use until we collect the equipment.

You must not reinflate, restart, power on, or otherwise operate the equipment after shutdown, for any reason, by any person.

If wind, rain, lightning, or other severe weather develops overnight, keep everyone off and away from the equipment. Do not attempt to operate, move, re-anchor, or dismantle it. Contact us at (210) 963-5636 as soon as it is safe to do so and follow the instructions we give. You are responsible for damage or injury resulting from an attempt to operate, move, or dismantle equipment overnight.

We may collect equipment early, or instruct that it be left as-is until we arrive, where we judge that conditions require it. If we shut down or collect equipment for weather or safety, this fee is refunded.

Second Day (50% of the daily rate)

Full supervised use of your equipment on a second calendar day. All safety and supervision requirements apply on both days.

Promotional extended weekends

A promotional extended weekend or other extended-possession offer applies only where the written terms of that promotion expressly say so. A promotion does not create overnight possession by implication.

5. Cancellations

If you need to cancel, contact us as early as possible. Our full terms are in the Return & Refund Policy. Refunds are calculated on amounts you have actually paid.

When you cancel	Reservation deposit	Anything you have paid beyond the deposit
30 or more days before your event	Retained	Refunded in full
7 to 29 days before your event	Retained	50% refunded
Within 7 days of your event	Retained	No refund
No-show	Retained	No refund
We cancel because the balance was not paid	Retained	Refunded

Store credit, where issued, is valid for 12 months. We understand emergencies happen and will review exceptional situations individually.

6. Weather

Safety comes before everything else. You assume the risk of weather for outdoor events. We may delay, reschedule, or cancel delivery for high winds, lightning, heavy rain, or other unsafe conditions, and will notify you as soon as we can.

Wind shutdown rule: inflatables must not be used once wind speed reaches 15 miles per hour, whether sustained or gusting. Where the manufacturer of a particular unit specifies a lower limit, that lower limit applies to that unit. This is a fixed operating rule and is not subject to on-site discretion. Inflatables must not be used in rain, lightning, or storms.

A qualifying weather cancellation occurs when we determine that we cannot safely deliver, install, or operate your equipment because of unsafe weather. Where that happens before delivery, your reservation deposit is not forfeited: you may apply it to a rescheduled date within 12 months or take it as store credit, and any balance you have already paid is refunded or credited at your choice.

If you cancel because of your own weather concerns while we determine that safe delivery and operation remain possible, that is an ordinary cancellation under Section 5.

After delivery and setup, weather that develops later does not normally create a refund. You must stop use and shut down equipment when conditions become unsafe.

7. Delivery, Setup & Site Preparation

You are responsible for providing a safe, accessible setup location with adequate space, electrical power, and water where required. Our crew may refuse setup if site conditions are unsafe or could damage equipment.

Before delivery, please make sure that:

- Grass is mowed short so stakes can be installed safely and securely.
- The setup area is free of pet waste. We may delay or decline setup in an unclean area, and any delay counts against your rental time without refund.
- Hazards are marked or disclosed, including fire ant mounds, holes, rocks, sprinkler heads, and debris.
- Privately owned facilities are disclosed to us — sprinkler and irrigation systems, septic components, and private electrical or gas lines. Texas811 does not mark private lines, so we rely on what you tell us.

Where we will drive stakes or otherwise disturb the ground, we are responsible for obtaining and verifying our own Texas811 locate ticket where one is required, and for confirming that the affected utility operators have responded before we stake. A locate ticket held by a homeowner, venue, general contractor, or another subcontractor does not cover our work.

Where safe staking cannot be confirmed, we may secure equipment with approved ballast, relocate the equipment, delay installation, or decline setup. Any ballast or difficult-setup fee is disclosed in accordance with your order and our published pricing.

Additional fees may apply for stairs, long carries, or difficult access. You or a designated representative must be present at delivery and pickup unless arranged in advance.

8. Equipment Care

You are responsible for the equipment from delivery until pickup, and for protecting it during your rental. Equipment must be used only as intended, under adult supervision, and may not be moved, altered, or tampered with.

Not permitted on inflatables or other rental equipment unless specifically approved: food, drinks, gum, face paint, glitter, confetti, silly string, pets, smoking, sharp objects, and shoes inside inflatables.

Please inspect equipment at delivery and note any pre-existing damage on the delivery paperwork before use. Equipment not noted as damaged at delivery is presumed delivered in good working condition. You are responsible for damage beyond normal wear and tear, and for missing or stolen items at full replacement cost.

9. Accidental Damage Waiver

The Accidental Damage Waiver is an optional \$24.99 add-on available at checkout. It is not insurance and provides no coverage to you. When purchased, River City Event Rentals waives its right to charge you for accidental damage to the rented equipment, up to \$500 per rental. Damage above \$500, or damage the waiver does not apply to, remains your responsibility under Section 8.

The waiver does not apply to:

- Theft, loss, or disappearance of equipment
- Vandalism or intentional damage
- Damage from misuse, neglect, or exceeding posted occupancy and weight limits
- Damage resulting from a violation of these Terms, the Master Rental Agreement, or the safety instructions given at setup
- Damage from use during unsafe weather, or after our crew has instructed that equipment be shut down
- Damage from foam solution not supplied or approved by us
- Damage caused by prohibited items listed in Section 8

The waiver applies to the rented equipment only. It does not cover injury to any person, damage to your property, or any third-party claim, and it does not change any obligation in the Master Rental Agreement & Liability Waiver. It is refundable if you cancel before delivery and non-refundable once equipment has been delivered.

10. Safety & Supervision

A responsible adult aged 18 or older must supervise all rented equipment at all times during use. You are responsible for enforcing all posted safety rules, occupancy limits, and weight limits, and for following all safety instructions given by our crew at setup and any manufacturer guidelines.

Consumption of alcohol by anyone operating, supervising, or responsible for rented equipment is prohibited. We may suspend use of equipment if supervising adults appear impaired.

Participants should be grouped by similar age and size. Adults may supervise from outside a unit but may not play inside alongside children unless the unit is rated for adult use.

11. Foam Parties

Only foam solution supplied or approved by River City Event Rentals may be used with our foam equipment. Foam equipment is operated by our staff unless you are specifically authorized in writing. Adult supervision is required at all times, foam surfaces are slippery, and the machine must be powered off and never left running unsupervised.

12. Tents & Canopies

Tents and canopies are temporary structures designed for normal weather conditions. They must remain staked, anchored, or weighted as installed and may not be moved.

In high wind, lightning, or severe storms, vacate the tented area immediately and keep everyone clear of the structure and its anchor lines. Do not attempt to take down, move, re-anchor, or dismantle the structure — only River City personnel handle tents and canopies. Contact us at (210) 963-5636 and keep everyone clear until our crew arrives.

Please disclose underground utilities and sprinkler systems before installation, and do not hang decorations, lighting, or additional weight from the tent frame without our approval.

13. Photography

We photograph and record our equipment, its installation and anchoring, its condition, and the worksite for safety, quality control, evidence, and documentation purposes. Equipment-only photographs may be used in our marketing.

We do not photograph or record guests, participants, or children for marketing. Our crew takes equipment photographs before guests arrive or after the area is clear, and if a person appears in frame the photograph is retaken or deleted.

Photographs or recordings in which a customer, child, guest, or other individual is recognizable are never used in our marketing or advertising without that person's separate written permission. Signing our rental agreement does not grant permission to use recognizable people in advertising.

Safety and incident records are internal. If an injury, damage, or safety incident occurs we may record what is necessary for our records, our insurer, and any resulting claim. Those records are never published or used in marketing, and are disclosed only where required for insurance, legal, safety, or operational purposes.

If you would prefer we take no photographs at your event at all, email orders@rivercitysatx.com or tell your crew before setup begins.

14. Privacy

Information collected through our website or booking process is used to process reservations, communicate with you about your rental, and improve our services. We do not sell your personal information. Our full Privacy Policy is available at rivercitysatx.com.

15. Limitation of Liability

To the fullest extent permitted by Texas law, River City Event Rentals is not responsible for indirect, incidental, or consequential damages arising from the use of our rental equipment. Our total liability shall not exceed the amount paid for the rental.

This section does not replace or limit the assumption of risk, release, and indemnification provisions in your signed Master Rental Agreement & Liability Waiver, which govern liability for injury and property damage.

16. Right to Refuse Service

We may refuse service, refuse delivery or setup, or cancel a reservation if payment requirements are not met, including where a balance remains unpaid at delivery; if fraudulent activity is suspected; if unsafe conditions exist at the site; if supervising adults appear impaired; or if these Terms are violated.

17. Governing Law & Venue

These Terms are governed by the laws of the State of Texas, without regard to conflict-of-law principles. Any dispute arising from these Terms shall be resolved exclusively in the state or federal courts located in Bexar County, Texas.

18. Changes to These Terms

We may update these Terms from time to time. The version and effective date appear at the top of this document. The version in effect on the date your reservation is confirmed governs your rental, and we record the version you accepted. Superseded versions are retained and available on request.

19. Contact Us

River City Event Rentals LLC, San Antonio, Texas

Phone and text: (210) 963-5636

General enquiries: info@rivercitysatx.com

Bookings, changes, cancellations, and photo opt-outs: orders@rivercitysatx.com

Website: rivercitysatx.com

We set the stage. You make the memories.