**Q. How far in advance will you set my rental up?**A. We schedule deliveries between 9 AM - 12 noon the day of your event and take down from 6 PM – 9 PM. In general, it's yours for the day. All change requests must be made with our office prior to rental.

**Q. Is transportation included in the pricing?**  
A. No. Transportation fee is a separate cost that is based on location of the delivery.

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**Q. Can rental products be picked up?**  
A. Rental supplies and inflatables are not available for pickup. Bouncers weight between 250 - 600 pounds each and can be quite difficult to maneuver, and besides, do you really need something else to do for your party?  
  
**Q. Can I allow food, beverages, water or toys inside of an Inflatable?**  
A. No. There is absolutely no food or beverages allowed in or near the Inflatable. Other than the water slides, no water can be allowed inside of or around the inflatables (such as water guns, sprinklers, etc.). Toys should not be brought into the inflatable as they are often forgotten about and end up being discarded and  worse scenario damaging the inflatable jumper.  
  
**Q. When do I need to reserve party rental supplies and equipment?**  
A. Please call early for best availability of all of our party rental equipment. During the spring and summer months we are very busy and items book quickly. Our reservation staff can discuss various dates and times with you. By calling early as possible, you assure your own happiness by getting the items that you want.  
  
**Q. Do inflatables require electricity and do you rent generators?**  
A. Yes. All inflatables run off of a fan that operates continuously during rental. For safety, all inflatables need to be set up within 100' of electricity. Please keep this in mind when planning the layout for your event. We do have generators available for rental, if needed for an additional fee.  
  
**Q. Is rental equipment and delivery and set up included in the price?**  
A. Yes, within the local commuting area.  If a delivery fee is charged for your area, it is one flat fee regardless of the number of units you have being delivered that day. Delivery fees are not subject to any discounts.

**Q. Can you accommodate special party rental equipment delivery requirements?**  
A. Yes. We offer AM Service 9AM-12PM, Pick Up Service 6PM-9PM. Specific Service is also available for an additional fee. Selected Service allows you to pick a specific day and 1 hour window for your delivery. This service is a flat fee in addition to any other delivery fees that may apply.  \* Please note we will do our best to accommodate you with no additional fees. But if specific deliveries are a must we are happy to meet your needs.  
  
**Q: Are your inflatables clean and in good condition?**  
A. Yes. All of our units are in excellent condition. We clean and sanitize each unit after every use.  
  
**Q. Do you give a discount to non-profit organizations looking to rent party equipment and supplies?**  
A. Yes. We offer special pricing for non-profit organizations.

**Q. Do you offer a discount for Military? Firefighter? Police?**  
A. Yes. We offer an additional 5% discount on inflatable and tent rentals to active military personnel, firefighters, and police officers. This is our small way of showing our appreciation to our special service organizations.

**Q. Can I reserve my date and item online?**   
A. You can request a quote on rental products on-line and we will send you a confirm availability and convert it to a reservation. We will contact you within 24-48 hours of your internet request via phone or email to confirm your reservation.  
  
**Q. What if I change my mind or cancel reservation?**  
A. If you should change your mind about the Inflatable or all other rental items that you've reserved, we will do our best to accommodate your changes (hours, items, etc.) however, we cannot guarantee availability of other inflatables or other rental items requested. In the event that you decide to cancel your reservation, your holding deposit will be assessed and refunded if you notify us within 48 hours prior to the day of your event for rental reservations ranging from $199 & Under. Rental reservations ranging from $200 & Up your holding deposit will be assessed and refunded if you notify us within 7 days prior to the day of your event, so we can place items back into our inventory for other customers.  Please remember that we are removing the item from availability when you reserve with us, so please be sure of your selection at the time that you place your reservation.  
  
**Q: Do you have insurance?**   
A. Yes, we are fully insured and licensed. We can provide proof of insurance as well as additional insured certificates.  
  
**Q: Is supervision provided in the cost of the rental?**  
A. You will need to provide a responsible adult to supervise the children at all times. Our driver will go over the safety rules/features once the bouncer is set up. However, we will provide an attendant for $25/hr. with a 4 hour minimum if function is located at a public location, such as a park.  
  
**Q. Can I have an Inflatable for a late night party?**  
We strive to accommodate your scheduling needs. We do rent to overnight graduation parties, slumber parties, and other events.  However, you must have a safe and secure environment for an overnight rental. Overnight rentals will generally be set up during mid to late afternoon, then picked up the following day. Please call us for further details  
  
**Q. Can I have my rental party supplies delivered prior to my party?**   
A. We will try and accommodate your schedule as much as possible; however, due to our delivery schedule we can usually deliver your items in plenty of time the morning of your event. Occasionally if we are in the area or delivering your tents in advance we would be happy to bring your party supplies to you.  
  
**Q: Do you own the inflatables, or are you a middleman company?**  
A. We own and maintain all of our own party equipment.  
  
**Q: Do you setup the tables and chairs?**   
A. Yes, we set up tables and chair rentals before we leave; however, the area must be ready for setup when the driver arrives. If you rent a tent we will gladly stack the tables and chairs under the tent at no additional cost. Please note: Tables and chairs must be folded and ready for pickup at the conclusion of your party or agreed upon pickup date/time. Call for additional details.  
  
**Q: Do you offer a Damage Waiver?**   
A. Yes, a damage waiver fee is an option available to all renters. This fee is not insurance but does relieve the renter from liability for accidental damage to our rental products. Excluded is intentional damage, misuse or lost items. Damage due to theft or mysterious disappearance. Any damaged/broken items must be returned.  
  
**Q: When will you install my rental canopy or tent?**  
We typically install rental canopies or tents on the morning of the event, unless requested when placing the order.  Please call us for additional details!

**Q: How long do I get to keep the inflatable?**  
A. All of our inflatable rentals include professional setup and instructions to the renter. In general, most of our rentals are for the duration of the day. For example: We deliver 9 AM - 12Noon and pickup 6 PM - 9 PM. You can extend the time for an additional fee. Call for details.

**Q: Do you set-up inflatables at the park?**  
A. Yes, we have been approved by the City of Carson and the County of Los Angeles to set up inflatables at the park; however, waterslides are not permitted at the parks.  Portable Generators are available for an additional fee.  Call for details.

**Q: Is there a transportation fee?**  
A. Yes, an additional fee will be assessed for rental totals under $25.00 or if the distance is beyond the covered area.  Please call for details.

**Q: What are your method of payments?  Is there a charge for using credit/debit cards for payments?**  
A. The method of payment is Cash, Credit Card, Debit Card, Cashapp and PayPal.  Yes, Rental payment for products will be assessed a 4% handling fee for each transaction for credit/debit card transactions. Call for details.