



POLICIES / SAFETY RULES & REGULATIONS FOR RENTALS

SAFETY RULES

Warning: these rules MUST be followed to avoid any serious injury.

There are risks associated with riding on an inflatable amusement device also known as a jumping castle or moon bounce or bouncy castle or bounce house. Therefore, participants and adult supervisors should be aware that they have a duty to exercise good care and judgment and participants must act responsibly while in or on an inflatable device.

For safety reason person(s) with head or back injuries, including any other disabilities, pregnant women and small infants including persons wearing a cast or any type of motion-limiting device may not use any of the inflatables as they are susceptible to injury from fall, bumps or bouncing and are not permitted in or on an inflatable unit at any time.

- All jumpers (adults included) **must** wear socks to enter our bounce houses! We take the cleanliness of our bounce houses very seriously and therefore, cannot make any exceptions.
- **No flips, somersaults or rough play allowed. No shoes or sharp objects in or around the inflatable unit(s). No eyeglasses or jewelry.**
- **Never kick or fight in the unit or on the slides.**
- No food/drinks, gum, silly string or anything else that may cause harm.
- **Flips are not allowed on any Velcro wall units and signs stating such must be posted near the wall.**
- **Attendant on the Velcro wall must verbally tell each jumper that no flips are allowed.**
- If winds reach (15mph / 24kph) get all participants off the unit and unplug the motor and extension cord from the power outlet
- WAIT for the weather to clear and subside or any other unfavorable weather or ground condition to change before re-inflating the inflatable and allowing participants to re-enter the inflatable. Wet vinyl is not good for participants to be on as it will be extremely slippery and can cause injury. If the inflatable is wet and can not be dried for safe operation, please shut the inflatable down and call BOUNCE DELIGHT! At once for pickup.
- **If the inflator / blower stops, please have all participants calmly exit the inflatable. Most often the cause is an overloaded circuit or fuse. TURN OFF THE BLOWER INFLATOR/MOTOR prior to resetting a circuit breaker or fuse. Once the circuit breaker or fuse has been reset, turn on blower motor.**
- **DO NOT OVERLOAD the circuit or fuse with other items**
- **Sometimes the inflator / blower vent can be clogged by debris and needs to be cleaned before you can turn the inflator/blower back on. ALWAYS TURN OFF THE BLOWER INFLATOR/MOTOR prior to cleaning. Check the plug connections.**

- **Participants must not be allowed to play on the step or front apron of any inflatable devices.**
- Children must be supervised at all times while using the unit(s).
- **The bouncer must be fully inflated before children are allowed inside.**
- **The bouncer must be fully inflated until everyone is out.**
- **Children of the same size or age group only may use the unit(s) at any given time, no adults.**
- Water hoses or water must not be used in the unit(s), unless specifically manufactured for use with water.

- **The slides are for sliding! Never attempt to walk, run or jump the slides as this is a serious hazard to yourself and others entering/exiting the slides. The sliders are to enter and exit one at a time.**
- Bouncer's size 13' and 15' and Slides under 15' require 1 attendant. Larger Bouncer's and Slides require 2 attendants. Obstacle Courses require 1 attendant at each end of the unit, and 1 in the middle if longer than 35 ft.
- **I understand that I am fully liable for all equipment that I rent, including all game pieces being returned with the game.**
- It's up to the client that all items are returned CLEANED, SWEPT, and set just as they were delivered. Otherwise, there'll be clean up charges (varying the size of the unit, \$35.00 to \$95.00).
- Bounce Delight staff will make sure that the structures are delivered in excellent working conditions, and we require the client's signature upon arrival confirming the shape of said items (should there be any tears, cuts, electrical malfunctions, etc.)
- The client must call us upon delivery, should there be any problems or complaints.
- At the time of reservation, the client MUST SPECIFY WHERE the structure will be set up; on top of grass, or sand, the sidewalk, Concrete, Indoor, School, Street, backyard, parking lot and if there are stairs to access the location ***very important***
- **I understand that at no time shall I sub-lease the equipment I have rented from Bounce Delight to anyone else, or allow the relocation of the unit by anyone other than Bounce Delight staff. The equipment rented is to be utilized at the location it was delivered to only.**

Additional rules for Slides

- Maximum one participant climbing the ladder at any one time.
- SIT DOWN AND SLIDE FEET FIRST.
- No more than two participants sliding down slide at any one time.
- No horseplay or climbing walls on slide platform
- No jumping or flips from platform.
- No more than two participants should be on top platform at any one time
- Do not slide down the slide until landing pad is cleared of previous rider.
- No climbing UP the slide chute.

The supervising adult(s) must walk around the exterior of the unit once every 30 minutes to inspect the unit and make certain the blower/tubes/electrical cord/generator are all operating properly and no unusual smells/sounds are coming from them. The supervising adult is responsible for making sure that all of their guests comply with the safety rules. **If any problem is indicated, the unit must be evacuated, turned off and unplugged. Call 416-804-4400 or via email: info@bouncedelight.com immediately for service.**

Pick-up and Return Policy:

- Please pick up and return all equipment within the time listed on your invoice.
- All late returns will be charged a late fee of \$30 *taken out of the security deposit* No exceptions.
- Please make sure you follow the check list when picking up the equipment.
- Come in a truck, van or utility vehicle. Inflatable **will not** be loaded into a car except for small equipment rentals
- Bring a valid Ontario driver's license and a Valid Credit card to pick up your equipment.
- Bring the balance owing on your invoice (unless paid in advance)

- **Do not DRAG inflatables** on concrete or other rough surfaces when you arrive to your destination as it will get scratched and possibly tear the unit and you will be charged for damage.
- **Be careful when going through gated areas to avoid tears/puncture from nails and/or hinges**
- All inflatable equipments must be returned rolled and properly tied otherwise a re-packing fee of \$25.00 to \$50.00 will be charged.
- We don't allow returns of equipment in a dirty or wet condition, which includes dirt from any of the following items: grass, silly strings, paint, mud, food, please make sure you return the equipment the same way you picked it up.
- We do not cancel because of weather except as per weather policy. Cancellations must be made before 7am on the day of the rental.

Pick-up and return times:

- Saturday pick up from 8am to 10am
- Sunday return from 12:30pm to 5pm
- Sunday pick up from 7am to 8 am (no exceptions)
- Monday – Friday product pick up or return from 10:30 am to 7 pm
- If none of the above day or times work, please call (416) 804-4400 to coordinate

Delivery and Setup Area Policy:

Our delivery includes setup and take down and delivery areas currently includes the following areas: (Mississauga, Oakville, Burlington, Etobicoke, Vaughan, Toronto) for a flat fee of \$50 not including the Dry /Wet Slide. Delivery for dry / wet slide is \$110. For other cities not listed in the Greater Toronto Area please call (416) 804-4400 for delivery rates.

Concessions & Party equipment Rental Policy:

- Food machines and their accessories must be returned CLEANED, RINSED, and repackaged properly to avoid any extra cleaning fee.
- Should the equipment be returned UNWASHED, the client will be charged cleaning fees (varying from \$25.00 to \$50.00).
- The client is responsible for the handling and operating of the equipment.
- Bounce Delight staff will show you how to operate the rented machine, and will provide you with written instructions on how to properly run the machine
- Should there be any problems with the machines, please **DO NOT TRY TO FIX IT YOURSELF**. Immediately shut this off and call Bounce Delight (416) 804-4400
- Customer is responsible for covering and protecting all equipment in the event of bad weather such as rain, thunder, snow etc. Should the equipment be damaged, the renter will be charged either repair fees or the cost of purchasing a new product
- NO REFUNDS OR RETURNS once items are delivered.
- Once the equipment is set up, IT SHALL NOT BE RELOCATED; should you need it moved, you MUST contact Bounce Delight

Entertainers:

- The client MUST PROVIDE parking for the entertainers.
- All entertainer bookings require a DEPOSIT of 25% of the total fees.
- The client shall assume all parking fees for the entertainer, from the moment they arrive. Until they leave.
- The 25% booking fee is NON-REFUNDABLE.
- At booking time, the client must provide additional instructions or directions if event location is not easily identifiable
- Our entertainers are punctual and would arrive for the agreed time; however, if your guests have not arrived, they will provide a 15 minute courtesy wait at no additional charge, provided it DOES NOT conflict with other engagements
- Punctuality is important to us, as we want to provide you with excellent service, should there be any unforeseen problems or delays we will contact you immediately
- The client must provide our entertainers with the room and privacy they need, in order to change into and out of their costumes if required.
- Please ensure that the location for the entertainer is setup as pre-arranged with our office to avoid further delay
- Bounce Delight is NOT RESPONSIBLE for power failures.
- Bounce Delight is not responsible for outdoor events that have to be cancelled due to bad weather. We suggest you have an alternate location or plan in the event of bad weather. We do not cancel entertainer performance unless done prior to event date
- Party character or Entertainers will not be able to perform in dirty or bushy areas to avoid injury or costume damage
- Bounce Delight entertainers and artist are independents, but have been selected because of their excellent work ethics and work they will assume all responsibility for public liability.