



www.kmpartybouncers.com

CALL US: 856-982-4124 / 856-364-9077

K & M Party Bouncers Frequently Asked Questions.

Q: When should I reserve a bounce house?

Bounce houses are reserved on a first-call, first-serve basis. Popular bouncers book up 1-2 months in advance. The earlier you book, the more choices you have to choose from. If you have a date, please reserve in advance to book your bouncer. If bounce houses are still available, we are able to take same day reservations.

Q: How much does it cost to rent?

Our bouncer rates begin as low as \$175.00 for a full day. A full day consist of a 8-9 hour. Units are delivered in the morning and picked up in the evening.

Q: Do you require a deposit?

Yes, we do require a deposit to hold the reservation for you. Deposits are generally \$75.00 or \$125.00 depending on the unit you are reserving. Deposits are accepted via credit card over the phone or through our website.

Q: What are the requirements to make a reservation?

All renters must have a major credit card or debit card in their name. The credit card will only be charged for the required reservation deposit, unless you request to pay in full. The remaining balance of your purchase is required in full the day of your event, and prior to set-up. We accept payment in cash, or credit card. If you desire to use your credit card we do charge a \$10.00 processing fee. Sorry, but we do not accept checks.

Q: What if I cancel?

You will not be charged if you cancel 7 days or more in advance. If you cancel less than 7 days prior to your event, K&M Party Bouncers will not refund the deposit of the rental. If K&M Party Bouncers has to cancel for any reason due to weather or personal emergencies their will be no charge.

Q: What are the cancellation and rain policies?

When you reserve an item and pay a deposit, we will hold your item for the specific time and date you reserve. We will not rent this item to anyone else. If you cancel in 7 or fewer days of your rental, you will not receive a refund. If you cancel or reschedule with 8 or more days notice we will hold your deposit and give you up to one year to reschedule and apply the deposit to the balance. If however, high winds or heavy rain is forecasted you may do one of the following: reschedule to another date during the same calendar year (with at least 14 days notice); or, cancel your reservation and lose your deposit. Please understand we have no control over the weather.

Q: Do the Party Bouncers need to be set up on grass?

The safest surface is a level grassy area. We discourage setting up on concrete for safety reasons. However, we can set up on concrete or asphalt. If we will be setting up on a surface other than grass please notify us when ordering which surface we will be setting up on and we will make sure we utilize the proper anchors for your event. Some of the larger units can only be set up on grass.

Q: How much space do we need for the rental?

We need at a minimum, five extra feet on each side of the unit to secure it. There should be a clearance of at least 20 feet high, free of wires or branches for all inflatables except for slides. Slides need an additional 5 feet of clearance above the measurements listed for that specific slide. The area should be free of debris and animal droppings.

Q: What kind of power is needed for the bounce house?

Our bounce houses plug into a standard 110v household outlet. We will supply the cord, and we ask that nothing else be plugged into the outlet we are utilizing. Placement of the bounce house should be no more than 100ft from that outlet. For an additional charge we can provide a generator.

Q: What happens if I have an underground sprinkler system or wires?

This must be communicated to us when you are reserving your unit so we can make the necessary arrangements to anchor the unit. If you wish for us to stake the unit down in an area free of sprinkler lines or wires, that's ok too!

Q: Can we have a bounce house at a park?

Yes, most parks will allow bounce houses but you must verify with them first. Contact the park district for requirements. Also check to see if electricity will be available, as it is needed to keep the bounce house inflated. Q: Do you deliver? We deliver, set up, and take down the Party Bouncers. Enjoy :)

Q: Is K&M Party Bouncers insured?

YES

Q: Are your inflatables inspected?

K&M Party Bouncers are registered and inspected with the State of New Jersey. Each inflatable has a permit attached to same by the State of New Jersey. K&M Party Bouncers are safe and durable.

Q: Are your units clean?

We clean and sanitize the units after every use.

Q: When do you set-up and pick-up?

We will always have rentals delivered and set-up at least 1 hour before your event is schedule to begin. Our morning deliveries are between 7:00-11:00am and our evening pick-ups are between 6:30-9:00pm. We will contact you a few days prior to your event with a scheduled drop off.

Q: Should we tip the staff setting up the inflatables?

Your delivery drivers are responsible for the physical labor of setting up the jump house and cleaning it, as well as reviewing rules and safety with you. If you feel the drivers did an excellent job of preparing the jump house for your event, a small tip is appreciated by them but never expected.

Thank you.