



Terms and Agreements

DELIVERY AND PICKUP

Reservation Length: All regular prices are for an **8 hour rental** term, all rentals over 8 hours will be charged according to the number of hours rented. Earliest deliveries start from 8am on the day of the event and can range to the customers desired delivery time. Pickups can range up to 3 hours after the desired pickup time. It is required to have at least a 3-hour window for delivery and pickup so drivers can make deliveries on time, otherwise, delivery and pickup times are **NOT GUARANTEED**. Latest pickup time is at 9pm. If the event goes late into the night it is recommended to choose the overnight option, which we will than pickup the following morning between 8am - 12pm.

Delivery: Delivery is included for all orders over \$70 to our regular delivery areas. For orders with the total rental under \$70, a separate \$25 delivery fee will be applied. Delivery times should be arranged about 1-3 hours before the start of your event, however, deliveries will be made between 8AM and your reservation time (this is necessary in order to meet all customers' requested reservation times). The person who made the reservation or who made payment must be present during the time of delivery to sign for the rental. Customer is required to check the rented unit and all tie downs before the driver leaves because there is no guarantee that the driver can return before the pick up time.

Pickup: Pickup's will begin from your requested time, and not before, but can range up to 3 hours after (since drivers have more than one order, they may be delayed). If you are finished using the bouncers before the pickup time, you may simply unplug the unit until the driver arrives for pickup. If the driver is running late or should anything happen you will be contacted immediately to be notified.

Setup: Inflatables can be setup on grass, concrete, asphalt, hardwood, or sand. Cleaning fees apply for units to be set up on sand, customer **MUST** notify MJR during reservation. Hills or slight inclines in setup location should be a maximum of 5 degrees. Gates and walkways have to be a minimum of 3.5 feet wide for all inflatables and 5 feet wide for the [Dunk Tank 350](#), [Dunk Tank 500](#), [Mechanical Surfboard Ride](#), and [Mechanical Bull](#).

Steps: Customer **MUST** inform MJR of any steps present to the area of setup. Maximum of 20 steps allowed for Bounce Houses, 10 steps for larger inflatables, and absolutely no steps allowed for the [Bounce Fusion Obstacle Course](#), [Dunk Tank 350](#), [Dunk Tank 500](#), [Mechanical Surfboard Ride](#), and [Mechanical Bull](#). If steps surpass maximum allowed there will either be a Delivery Fee applied or reservation will be cancelled and a cancellation fee will be applied.

Water Slides: Water slides require a regular garden hose (not provided) within range of the setup area. Water slides DO NOT come with mats or any cushions to be placed under the pool area, if customer wishes to place mats for extra cushion, they need to provide it during the delivery time. Water should be turned off when the water slide or slip n slide is not being used.

SITE PREPARATION

Customer must make sure setup site is ready, (i.e. lawns mowed, vehicles/obstacles out of the way, animal feces removed, setup location cleared) before driver is scheduled to arrive. If the site is not ready or accessible when the driver arrives, or if rented equipment cannot be moved directly on site (extra handling involved) the customer may be charged an additional delivery fee. If site is not prepared driver might be forced to leave and reschedule your delivery at a later time, in which case a delivery fee might be applied.

Underground Utilities: Please be ready to inform driver of the existence of any underground utilities (i.e. phone lines, gas lines, septic system, etc.), that may interfere with the ability to stake and/or anchor equipment. Customer assumes responsibility for any damage to underground equipment, or landscaping resulting from equipment installation. It is recommended you contact **DIG ALERT at 8-1-1 or 800-422-4133** before our arrival.

PAYMENT

Deposit: A deposit amount is required when placing an order through our website or if the total exceeds \$1,000. If customer decides to pay COD, then a credit card number will be required to be placed on file for security reasons (will not be charged for rental).

Credit Card: All major credit cards are accepted. To pay by credit card customer must pay before delivery time (either during reservation time or upon confirmation). If name on the credit card is different than the person making reservation, and the credit card owner will not be present to sign for rental, than a [Credit Card Authorization](#) form will be required to be filled out and sent in for reservation to be accepted.

Check: All payments using business checks must be made before the time of delivery. MJR must receive customers check at least 3 days before the reservation date. Checks will not be accepted during the delivery time. All returned checks will be charged a \$30 penalty fee. No personal checks accepted.

Cash: The most preferred method of payment is C.O.D. (Cash on Delivery). Customer can decide to pay COD without placing any deposit (a credit card number will be required to be placed on file).

CANCELLATION POLICY

If customer decides to cancel their reservation, they must do so at least **72 HOURS** (3 days) before their reservation day. If customer cancels their order within 72 hours of their reservation date, a cancellation fee may be applied. If customer cannot get a hold of company, or has called after business hours, it is still the customers responsibility to leave a message in the company's messaging system about cancelling their reservation or sending an email to info@magicjumrentals.com regarding the cancellation.

Rain/Inclement Weather Policy: In case of rain or severe weather conditions (high winds exceeding 20mph) during your event date, customer is allowed to cancel the same day as delivery without any cancellation fee. **Customer MUST call and cancel before 8am on the day of the event.** If customer cancels the order, it will be canceled for the rest of the day.

If customer decides to go ahead with the order even though the weather forecast says it will rain, but it is not actually raining at the time, than we will go ahead and deliver the order. However, if it does start to rain during the rental time, MJR reserves the right to cancel the order, due to safety concerns, with NO refund provided.

During rain/inclement weather, it is unsafe for anyone to play inside the inflatables, therefore we do cancel orders during raining/inclement weather days. However, since people do have events and parties that are usually planned out weeks/months before, we give customers the option to deliver the order or cancel it for days that are predicted to rain.

It is the customer's responsibility to contact MJR to cancel their order or go through with it during these rain/inclement weather days. If customer decides to cancel order once MJR driver has already arrived at their location, than MJR reserves the right to charge customer a cancellation fee for not contacting before delivery and for making our driver do the labor work and drive out to your location.

PARK RESERVATIONS

Note: Customer must be present at the park at least 1-2 hours before the time of delivery.

Permits: Customer should call the local city Park and Recreation Department to inquire about their rules and regulations prior to placing order. Park permits are required from the customer prior to event date by most parks, some don't require it, so please check with park officials to make sure. If a permit is required but customer did not obtain it or falsified information, park officials may require the bouncer to be picked up during the event, in which case there will be no refund.

Insurance: Magic Jump Rentals has full [liability insurance](#) and delivers to all parks that allow inflatables. Parks require the applicant to acquire additional insurance from Magic Jump Rentals for the bouncer rental. Customer should reserve units approximately 3-4 days before event day to allow time for processing the required insurance certification with the park.

Electricity: A 4000 watt [generator](#) is required for all inflatable going to a park, unless park facility provides electricity and customer has ensured there will be a dedicated 15 AMP circuit available. Please contact Magic Jump Rentals to make sure you reserve the correct amount of generators.

Water Units: Water units cannot be setup at a park since a dedicated water supply and water hose are required, something that parks don't provide for their guests.

ELECTRICITY RESPONSIBILITY

NOTE: Providing adequate electricity is solely the customers responsibility. Customer must make sure there are an adequate number of electrical outlets, with sufficient power, to keep the units working properly. If there are no electrical outlets available at the setup location (i.e. parks, fields, parking lots), than a [Generator](#) will be required.

Electricity Outlets: Electricity outlets must be capable of providing a **dedicated minimum of 15 Amps for each blower**. Make sure the electric outlet you intend to use is equipped with a [Ground Fault Circuit Interrupter](#) (GFCI, most new electric outlets are). Please check all electricity outlets you plan to use for MJR equipment to ensure there will be an adequate supply of electricity. Insufficient electricity can create major problems during the course of the rental period (i.e. setup delays, constant deflation), therefore, we urge all customers to make preparations and exam electricity outlets to make sure they will provide sufficient electricity.

Extension Cords: Please be ready to provide extension cords to drivers if the setup location is further than 25 feet away from the outlet you plan to use. **MJR drivers DO NOT carry extension cords. However, if customer REQUESTS one, driver will make sure to carry an extension cord for their order.** Any extension cords used must be 3-prong cords that are UL and CE approved and no less than 14/3 gauge.

CONCESSION MACHINES

Mostly all concession machine rentals (except for Popcorn Machine w/Cart) are table top machines and DO NOT come with a table/stand. Customer needs to provide a table or stand along with an extension cord. All concession machines come with all the accessories needed for 100 servings. Driver is responsible for instructing customer of the correct operation of the concession machines and customer's signature of rental agreement is proof of drivers instructions. MJR also provides [operation instructions](#) on how to use the machines.

Note: [Snow Cone machine rental](#) does not include ice cubes and should be provided by the customer (can be purchased from any supermarket). It is recommended to have about 50-60 pounds of cubed ice for every 100 servings. [Hot Dog machine rental](#) does not include hot dogs or buns.

SUPERVISION OF INFLATABLES

Customer is responsible for supervising the safety and conduct of all participants using MJR products. Therefore, there should be a responsible and mature adult supervising the operation of the units at all times. Safety of all participants in units is the responsibility of the person supervising. All units come with safety instructions (usually located on the front of the unit), which need to be read and understood by any and all people supervising. Participants inside the units **SHOULD NOT, AT ANY TIME**, be allowed to do anything that is/are prohibited by the safety rules. Blatant disregard of the safety rules may result in physical injuries and/or additional fees for any food, silly string, or items not allowed.

MJR does provide [inflatable attendant](#) service for larger events. Attendants will come out and supervise the safety of participants using the inflatable products. However, the responsibility of making children follow attendants guidelines is the adults or parents responsibility.

THIRD-PARTY MEMBERS

All third-party members who are reserving units from Magic Jump Rentals must first be approved by Magic Jump Rentals' representatives. Please contact Magic Jump Rentals at (800) 873-8989 to receive the third-party member application and to submit it in due time. Third party members include anyone who places the reservation and who will not be present on the day of the event.