



**P.O. Box 490 Haleiwa, HI 96712 - [bh4kinfo@yahoo.com](mailto:bh4kinfo@yahoo.com) - 808-456-9896**

## **RENTAL AGREEMENT**

### **CUSTOMER CANCELLATION POLICY**

- If you should cancel your bounce house rental after the time you book for anything other than weather, **50% of your total rental cost due** will be charged to the card you provided at the time of booking.
- Details of our cancellation policy are available online at [www.bh4k.com](http://www.bh4k.com).
- The reservation holder must contact us 2 hours prior to your scheduled delivery time to cancel without fee due to weather.
- Cancellation before or after the 2 hour time period for anything other than weather will incur the **50% cancellation fee**.
- Once the bouncer has been delivered & set up, unfortunately there is no refund if the weather should change.

### **RESCHEDULING & RESERVATION CHANGES**

Reservations may be **rescheduled** at least **3 Days** prior to your delivery date without cancellation fee.

- Any payments will be credited towards your rescheduled rental amount.
- Units may be changed out at least **3 Days** prior to your delivery date upon its availability.
- Delivery and pick up times may be changed prior to delivery time if they are available.
- Please note we take reservations 3 months out & delivery and pick up times get booked.

### **WEATHER CANCELLATIONS/REDELIVERY**

Safety is our priority at Bounce Houses 4-Kids.

- We monitor weather radar & forecasts prior to delivery. We do not set up in moderate to heavy rain or forecasted winds of 20 mph or over for the safety of the children.
- Depending on the severity of weather, we will make blanket cancellations for all deliveries as soon as the day before or the morning of as early as 6a. We will text and/or call the number that was provided to place reservations on stand-by.
- If the weather should clear up, re-delivery is subject to weather and schedule availability. Customer must contact us at (808) 456-9896 to schedule.
- Units must not be used in rain and/or high wind. Follow safety instructions to exit, shut down. Once rain clears, allow unit to dry and re-enter.
- Bounce Houses 4-Kids reserves the right to cancel any reservation due to weather conditions for the safety of your party. You will not be charged due to weather cancellation & be fully refunded for any payment.

## **RAIN/MUDDY CONDITIONS & CLEANING FEE**

- We do not set up in rainy (drizzling, moderate or heavy) or high wind conditions.
- If the weather is unfavorable the day before or is forecasted to rain the day of your reservation, we will cancel or give you the option to cancel the unit due to rainy, muddy conditions.
- If you do choose to accept the reservation and it rains, the unit must be clean and dry. **If not, a \$45 cleaning fee will be charged.**

## **CLEANING POLICY**

*If the bouncer should get wet or dirty (dirt, mud, grass, sand, rubbish etc), please clean & wipe it out with a towel PRIOR to your scheduled pick up time. **A \$45 cleaning fee will be charged if units are wet or dirty and/or unit is not cleaned by scheduled pick-up time.***

- *No toys, balls, objects (especially sharp or sticky ones), water devices etc are not allowed in the bouncer.*
- *Kids must remove any jewelry, loose accessories, slippers or shoes before entering bouncer.*
- *Place a towel at entry of bouncer for kids to wipe feet.*
- *Direct entry from a pool, water, beach, sand, dirt etc into the bouncer is not allowed.*
- *Absolutely NO silly string is allowed as it stains & difficult to remove from bouncer.*

## **DRY BOUNCERS**

Kids must be completely dry and clean of sand or dirt before entering the bouncer. No direct entry from the pool, beach or water source into dry bouncers.

## **DELIVERY/PICK-UP TIMES**

Our delivery times are between **8a to 8p**.

- Delivery and pick up times depend on your location, event start/end & driver's route schedule.
- We request at least an hour between time for delivery and pick up, i.e. Drop Off 8-9a & Pick Up 5-6p. This is the time the driver will arrive on site. The set-up & break down can be from 30 minutes to 1 hour plus depending on your unit(s). This depends how far the set up area is from where the driver parks, how many/which unit(s) and preparation of set-up area.
- We try our best to be on time. **Traffic and mechanical issues may delay delivery or pick up time. Bounce Houses 4-Kids is not responsible for unforeseen time delays.**
- **Drivers will contact you if there are any delays in your scheduled delivery times.**
- Customer requested pick up times beyond 8p made be arranged for additional fee & upon driver's availability at \$25/hr and no later than 10p.

## **PREPARATION**

- Unit set-up area, above and around it must be completely cleared, cleaned, dried & free of any objects prior to delivery time to allow for timely set-up & scheduling.
- Driver cannot assist in the moving, clearing or cleaning of your bouncer set-up area.
- If the area is not ready for set-up, driver reserves the right to re-schedule your set-up time due to other scheduled deliveries.

## **BOUNCER SET-UP AREA**

- It must be within the dimensions of the unit (height, width, length listed on website [www.bh4k.com](http://www.bh4k.com)) with an additional 2 feet clearance around the unit for safety purposes.
- We do not set-up on sand, mud or soft ground.
- We can not set up in an area where our driver has to navigate up or down a narrow and/or downhill, uphill, and down/up a flight of stairs (more than 5 steps) due to the heavy weight of the unit.
- Any special delivery instructions must be disclosed & discussed at time of booking. Additional fee(s) for extra staff if available or proper, strong assistance may be provided & arranged at time of booking for minimal steps or inclines/declines.
- Power outlet and water faucet (for waterslides) must be within 100 feet of set-up area. We provide power cords & hoses. If not, a generator(s) (minimum 5000 watts, 2 generators or outlets required for 57' Obstacle Course, Dual Giant Slide & Hawaiian Waterslide) must be rented or provided. \$39 (for 1) or \$75 (for 2).
- Return fee of \$25 will be assessed for warehouse returns for equipment (generators or sandbags) not originally ordered & determined upon driver's availability.

## **BASKETBALL HOOPS**

Customer must provide balls for units with basketball hoops. We recommend soft hand sized balls (nerf, pit ball or sponge). Hard balls are not allowed as it may cause injury to kids.

## **WATERSLIDE DEPOSIT**

**A \$50 Refundable Waterslide Cash Deposit** is due to driver upon set up (additional to total rental cost) for all waterslides & will be returned as the time of pick up as long as you follow the driver's instructions to drain, remove any rubbish or debris & allow the waterslide to completely dry at least 1 hour prior to your pick-up time so it's not water logged at the time of pick up. Water & power for the blower runs the entirety of the reservation.

## **PAYMENT OPTIONS**

You have the option to pay 3 ways:

- 1) You can pay due at the time of delivery upon set-up. We only accept cash, cashier's check or money order at the time of delivery. For schools & non-profits, we accept your organization's check. Invoices are available upon request at least 2 weeks prior to your reservation. We do not accept personal or private business checks.
- 2) If you would like to charge, we run your payment the Friday or day prior to delivery. Charges (incurs a 3% processing fee) must be arranged at least **3 Days** prior to delivery with our office. Drivers are unable to process charges.
- 3) Full payment is also accepted via phone charges or mail & payable to up to 3 days prior to delivery: **Bounce Houses 4-Kids P.O. Box 490 Haleiwa, HI 96712**

## **REFUNDS**

There are NO refunds. Any payments for reschedule bookings may be credited towards future reservations.

## BOUNCE HOUSES 4-KIDS LLC OPERATING SAFETY RULES & INDEMNITY AGREEMENT

The Bounce House Unit you are renting is designed with safety as a prime consultant and is suitable for use by children 2-12 years of age provided that you follow these safety rules:

1. **A RESPONSIBLE ADULT MUST BE IN CONSTANT ATTENDANCE AND SUPERVISE THE PROPER USE OF THE UNIT AT ALL TIMES.**
2. Do not use the unit in moderate or heavy rain or if the wind speed exceeds 20mph. Deflate immediately and when conditions permit, re-inflate and allow unit to dry or dry before use. Do not use the unit when it is wet. Generators, blowers & extension cards should not be in heavy rain or standing water. Unit must be cleaned & dried prior to driver pick up. If not, the \$45 cleaning fee will be charged.
3. If the unit loses power during operation or if there is any other reason to stop use, the adult supervisor should hold open the door and ask the participants to calmly exit.
4. Participants should wear only clothing. Shoes, jewelry, watches, all pocket contents, glasses and any other hard or sharp objects must be removed before entering the unit.
5. Absolutely **NO FOOD, GUMS, WATER, SILLY STRING OR OTHER SUCH SUBSTANCES IN OR AROUND THE UNIT.** Customer will be charged a \$45 cleaning fee.
6. BEFORE ENTERING THE UNIT, ALL PARTICIPANTS SHOULD BE TOLD THAT FLIPS, ROUGHHOUSING AND CLIMBING ON THE NETTING IS NOT PERMITTED AND THE ADULT SUPERVISOR MUST STRICTLY ENFORCE THESE RULES.
7. All participants should be in the same group (i.e., the same size). Do not exceed the following capacity. Some kids are bigger than their age so please play that into factor regarding capacity. Capacity must be monitored at all times for safety of kids and unit.

### UNIT AGE/WEIGHT CAPACITY

AGE	13x13	15x15	Small Combos	Combos	Waterslide
<b>5 Years Old or Under</b>	8	10	10	15	1 at a time
<b>6-8 Years Old</b>	6	8	7	10	1 at a time
<b>9-12 Years Old</b>	4	6	4	6	1 at a time

8. **A \$45 cleaning fee will be charged to your debit/credit card you provided at the time of booking if unit(s) are dirty or wet (dirt, wet, sand, grass, leaves, debris, food/gum, candy, liquid, toys, party favors, balloons, etc). The driver will assess this and you will be informed of a cleaning fee.**
9. Please use common sense when supervising use of the unit. If something does not look right or seems unsafe to you, stop it immediately and call us at 808-456-9896 or call/text 808-620-3878.
10. **Generators:** Our generators only have enough amps/watts for your unit. Do **NOT** add any other electrical devices to our generators. When it rains, please do not set hot generator under the tarp or bouncer, which you are responsible for. Turn off generator in heavy rain.
11. **Water Slides:** \$50 Refundable Cash Deposit is due to driver upon set up. Waterslide must be drained, trash removed, cleaned and allowed to dry off 1 hour prior to pick up, so it is not water logged upon driver pick up. If instructions are followed, \$50 Refundable Cash Deposit will be returned to customer at time of pick up. If not, deposit will not be returned.
12. **Rain:** In cases of extreme weather (ex. hard rain or strong wind) you should evacuate the unit and seek shelter.
13. Must advise all participants of the safety rules.

**IMPORTANT:** If at any time, one of our staff members observes the unit being misused & unsupervised while in your care, Bounce Houses 4-Kids LLC has the right to terminate the rental and all equipment will be removed. No credits or refunds will be given.

**RELEASE OF LIABILITY – PLEASE READ CAREFULLY, THIS AFFECTS YOUR LEGAL RIGHTS**

In exchange for participation in the activity of inflatable jumping organized by Bounce Houses 4-Kids, LLC (Bounce Houses 4-Kids LLC) P.O. BOX 490, Haleiwa, Hawaii 96712 and/or use of property, facilities and services of Bounce Houses 4-Kids LLC, I agree for myself and (if applicable) for the members of my party, to the following:

1. I agree to observe and obey all posted rules and warnings, and further agree to follow any oral instructions or directions given by Bounce Houses 4-Kids LLC, or the employees, representatives or agents of Bounce Houses 4-Kids LLC.
2. I recognize that there are certain inherent risks associated with the activity to be engaged in through my rental of interactive amusement equipment such as jump houses and water slides. I will assume full responsibility for personal injury to myself and (if applicable) My Party, and further release and discharge Bounce Houses 4-Kids LLC for injury, loss or damage arising out of my or my party's use or presence upon the facilities of Bounce Houses 4-Kids LLC, whether caused by the fault of myself, my party, Bounce Houses 4-Kids LLC, or other third parties. Those risks include, but not limited to falling, slipping, crashing and colliding that could result in injury, illness, disease, emotional distress, death and/or property damage to guests or myself.
3. I agree to indemnify and agree to hold harmless and discharge Bounce Houses 4-Kids LLC against all liability, claims, causes of action, damages, judgments, costs of expenses, including attorney fees and other litigation costs, which may on anyway arise out of or are in any way connected with the rental of the interactive inflatable unit from Bounce Houses 4-Kids LLC.
4. I agree to pay for all damages or loss to the equipments and shipping for any repairs whether accidental, negligent, reckless, or willful actions.
5. Any legal or equitable claim that may arise from participation in the above shall be resolved under Hawaii law, and further agrees that substantive law of that state shall apply in that action without regard to the conflict of law rules of that state.
6. Cleaning Fee: A \$45.00 Cleaning Fee will be charged if the unit is dirty or wet at time of pick-up.

**I HAVE READ THIS DOCUMENT AND UNDERSTAND IT. I FURTHER UNDERSTAND THAT BY RECEIVING THIS RELEASE, I VOLUNTARILY SURRENDER CERTAIN LEGAL RIGHTS.**

**THERE WILL ABSOLUTELY BE NO REFUNDS/CREDITS DUE TO UNFAVORABLE WEATHER AFTER THE UNIT IS SET UP.**

***In case of emergency, mechanical error or if something just doesn't look/seem right to you, please call Bounce Houses 4-Kids immediately at 808-456-9896 or call/text at 808-620-3878.***