



## Cindy's Jumpers, LLC

7009 Rosecrans Ave, Paramount, CA 90723

[www.cindysjumpers.com](http://www.cindysjumpers.com)

[cindysjumpers@gmail.com](mailto:cindysjumpers@gmail.com)

ph: (562) 841-7719 / fax: (562) 408-4900

### Terms & Conditions

#### **RESERVATIONS:**

To book a reservation, please call our office at 562-841-7719 or book online. All reservations require a 10% deposit with a major credit card. Any remaining balances are due in cash upon delivery before setup. All orders will be confirmed one (1) days before the delivery date.

#### **ONLINE ORDERING:**

Customers can book their orders online and check availability of items by date by visiting our online reservations page at <http://orders.cindysjumpers.com>. Orders require a deposit of 10%. Items will not be reserved unless a deposit is paid on the rentals. All items are first come first served, and we can't hold items without an actual reservation and deposit.

#### **PAYMENT:**

Deposit: All reservations require a 10% deposit with a VISA, MASTERCARD, DISCOVER or American Express to hold a reservation.

Cash: We also accept cash deposits, but customer must come in to our office and a credit card will still be required and an authorization will be processed on the card.

Check: We do not accept Personal Checks only company checks approved in advanced and made out to "Cindy's Jumpers, LLC". All returned checks will be added a \$29 return check fee.

Gratuity: Delivery crew is allowed to accept gratuity.

If there is a balance due on your order it will due in cash upon delivery before set up. Our drivers don't carry change please have exact amount available. If you would like to pay with a credit card, please call of office at least 24 hours before your event date.

#### **CANCELLATION POLICY:**

There is a 10% cancellation fee applied to all orders cancelled. Orders cancelled less than a 24 hour notice, then the full rental fee will be charged and no refunds will be issued. You can call our office to cancel your order or send us an email at [cindysjumpers@gmail.com](mailto:cindysjumpers@gmail.com). When you cancel by email please make sure to include your event date, name, phone number and event address. Voicemails will not be accepted as a cancellation notice.

#### **WARNING RULES**

These warning rules should be followed at all times to avoid injury. Adult supervision is required at all times!

1. Remove all shoes, eyeglasses and sharp objects.
2. Diving, wrestling, rough play and flips are prohibited.
3. NO food, drinks, gum, candy, pets or SILLY STRING are allowed. If silly string is found there will be a \$300 damage fee charged.
4. Riders with mental or physical impairments should not be allowed to use the inflatable without the supervision of a qualified attendant.
5. Exit if the unit begins to deflate or lose air. Use exit doors and escape hatches.
6. DO NOT use and immediately deflate the inflatable in winds exceed 15 MPH and/or it rains.

7. Riders SHOULD all be compatible age and size.
8. The inflatable must be secured tied down at all times. If it becomes untied do not use the inflatable and call our office.
9. Keep children away from the blower at all times.
10. Bounce away from each other and away from the sides or walls.
11. Do not jump off or bounce off the jumper when getting off. Do not climb on the roof.
12. Riders should slide down feet first from all slides. Only one rider should slide down at each single time.

#### **TROUBLESHOOTING BLOWER NOT WORKING**

1. Blower's suction vent is blocked by either an object such as a trash bag, leaves or the blower has been knocked down or the vent is next to the jumper and the vent is blocked from sucking in air.
2. Air tubes have been tangled or straps are loose around the blower.
3. Zippers or Velcro openings are open.
4. Use of extension cords longer than 50' are not suggested.
5. Electrical breakers are tripped. Check the circuit box at home or the circuit breaker buttons on the generator.
6. Blower has been turned OFF the plug has been unplugged.
7. Do not use other appliances or other electrical items on the same outlet.
8. If using a generator please make sure it's at least 4000 watts.

#### **DELIVERY AND PICK-UP:**

Reservation Length: All regular prices are for an approximately an 10 hour rental term, all rentals over 10 hours will be charged according an extra \$10 for every item valued \$75 or more. Select at least one or two hours before the start of your party as your delivery time. Our drivers will deliver your equipment between 8am and the time you selected. Our pick-ups can be at the time your party ends or an hour after. Our drivers can be arrive to pick up the rentals between the time you selected and two hours after. Please remember, our drivers have multiple orders to deliver and pick up and will try to arrive on time to both delivery and pick up but can be a few minutes early or late due to other deliveries.

#### **GRATUITIY:**

Our drivers are allowed to accept gratuity, but it's not required.

#### **OVERNIGHT**

If the event goes late into the night it is recommended to choose the overnight option, which we will than pick-up the following morning by 12pm noon. There is an overnight fee of \$20 for any item valued over \$75 or more. Rental items valued at less than \$75 don't get charged. We will only leave rental equipment overnight in a secured location (indoors, secured back yard, etc.). We will not allow our inflatables to stay overnight in the front yards. The customer is still responsible for the safe guard of all equipment. The customer must repay back all items that get lost, damaged or stolen at retail price.

#### **RENTAL AGREEMENT**

An adult over the age of 18 with a valid CA DL/ID must be present upon delivery accept delivery, sign the rental agreement. If there is a balance due, the balance must be paid in full before setup. Customer is required to check all rental equipment and make sure everything got delivered and is in good working order. Once the customer signs the rental agreement, the customer takes full responsibility over the equipment.

#### **DELIVERY**

Delivery fees are charged depending on how far the event location is from our warehouse. A minimum rental is also required depending on location distance. For more info on order require minimums and delivery fees, please visit our website and select Delivery Area's tab.

#### **PICK-UP**

Pickup's will begin from your requested time, and not before, but can range up to 2 hours after (since drivers have more than one order, they may be delayed). If the driver is running late or should anything happen you will be contacted immediately to be notified.

### **SET UP**

Inflatables can be setup on grass, concrete, asphalt or hardwood. Cleaning fees apply for units to be set up on dirt. Cleaning fee ranges from \$50-\$150 depending on unit. Customer **MUST** notify Cindy's Jumpers during reservation if placing on dirt. It is the Customer's responsibility to make sure there is a large enough space for setup. Customer is responsible for measuring their setup area to make sure it will fit. If, upon delivery time, Cindy's Jumpers finds there is not enough space for setup, the customer will still have to pay the rental price and the order will be cancelled unless another location is available. Hills or slight inclines in setup location should be a maximum of 5 degrees. Gates and walkways have to be a minimum of 36" wide for all regular jumpers and 48" wide for combos, water slides and other larger inflatables.

### **STEPS**

Customer **MUST** inform Cindy's Jumpers of any steps/stairs present to the area of setup. Maximum of 5 steps allowed for regular Jumpers (Bounce Houses). **NO** steps for larger inflatables such as water slides, combos or interactive games. There is an extra fee for steps.

### **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 cushioning 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. We recommend placing all water slides on grass surfaces only for rider safety.

### **NON-WATER INFLATABLES GETTING WET**

Only water slides are allowed to get wet, any other inflatable not intended to be used as a water slide is not allowed to get wet either intentionally or unintentionally. If a customer puts a water hose inside a non-wet unit on purpose, or forgets to turn off the lawn sprinkler system and the unit gets wet then there will be a \$100 drying fee charged per unit. If other items such as accessories, like boxing gloves, joust poles, bungee run vests, etc. get wet these accessories will be considered damaged and the customer will be responsible to replace the items at full retail value.

### **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 can't be moved directly on site (extra handling involved) the customer may be charged an additional fee and the driver might be forced to leave and return at a later time. Your reschedule would be delivery at a later time, in which case an extra fee of \$25 will 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, sprinkler systems etc.), that may interfere with the ability to stake and/or anchor equipment. Customer assumes full responsibility for any damage to underground equipment, or landscaping resulting from equipment installation. Cindy's Jumpers is not responsible if a water pipe or other lines that are damaged during the stake down process in a grass area. We use 18" stakes to secure our inflatables in grass areas, and the customer must inform the driver where the lines are before the setup is done.

### **RAIN POLICY**

In case of rain or severe weather conditions (high winds exceeding 15mph) during your rental date, customer is allowed to cancel the same day as delivery without any cancellation fee (also pertains to forecasts with probabilities of rain or high winds greater than 50% likelihood). All deposits/payments will be issued a raincheck (store credit) due to weather cancellation. Customer **MUST CALL** and cancel the before the delivery arrives. If

customer cancels the order, it will be canceled for the rest of the rental period with no guarantee that Cindy's Jumpers can deliver if weather conditions get better.

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. Once the order is delivered and paid there will be no refunds if it starts to rain after the driver sets up the equipment.

#### **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 all city and county parks. The only parks that don't require permits are private parks, such as parks inside a gated private community or HOA. 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: Cindy's Jumpers has full liability insurance and delivers to most parks that allow inflatables. Parks that require the applicant to acquire additional insurance from Cindy's Jumpers for the jumper rental should reserve units approximately 2-3 weeks before event day to allow time for processing the required insurance certification with the park. If an additional insured certificate is required there will be a charge and administration charge of \$25.

Electricity: We require customer to rent a generator from us for all park reservations. Most parks don't have outlets and if they do customers are not allowed to use them. A generator rental is \$60.

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

#### **INSURANCE CERTIFICATE:**

There will be a \$25 fee for any customer requesting an additionally insurance certificate. Turnaround time to get a certificate is 1-3 business days. Insurance certificates can only be issued to Government agencies, Schools, Churches, Organizations or Business and not to individuals.

#### **ELECTRICITY RESPONSIBILITY:**

NOTE: Providing adequate electricity is solely the customer's 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. Generators are never included with any rental, but are available to rent at an extra rental fee.

Electricity Outlets: Electricity outlets must be capable of providing a dedicated 20amps 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 Cindy's Jumpers 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. Cindy's Jumpers Drivers do carry extension cards, but can sometimes run out that is why it's always good to have an extension cord available for the setup. Any extension cords used must be 3-prong cords that are UL and CE approved and no less than 16/3 gauge.

#### **CONCESSION MACHINES:**

Mostly all concession machine rentals (except for Margarita and Soft Serve machine which already come with a

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. Driver is responsible for instructing customer of the correct operation of the concession machines and customer's signature of rental agreement is proof of driver's instructions. Cindy's Jumpers also provides operation instructions over the phone on how to use the machines. A how to use operating manual can be downloaded on our website under the concession machine you are renting. Please, make sure to read under each concession machine to understand how many servings come with it and what supplies are not included.

Cindy's Jumpers **DOES NOT** provide extension cords for the concession machines. Customer is responsible to provide one extension cord per machine. Each machine should be connected to a dedicated outlet and no two machines should be connected from the same outlet. If a concession machine does not work, you must call our office and notify us within the first hour of your rental. We will try to solve the problem over the phone. If we cannot fix the problem over the phone we will send someone out to your location to fix it or replace it with another machine. If we are unable to fix it then or we don't have any more machines to swap them out then we will issue you a full refund for the rental of the concession machine. If customer fails to report any problems with in the first hour of the rental there will be no refunds. If the driver finds the problem was not the machine, but in fact the customer's electrical then there will be a service charge of **\$25** and the customer may be required to rent an additional generator at an extra fee.

#### **EXTRA MIXES OR SUPPLIES FOR CONCESSIONS**

Customer can order extra supplies for the rental concession machines, but we do not accept returns. Once the items are delivered there will be no refunds or returns on any unused or unopened supplies or mixes.

#### **SUPERVISION OF INFLATABLES:**

Customer is responsible for supervising the safety and conduct of all participants using Cindy's Jumpers 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. Disregard of the safety rules may result in physical injuries and/or additional fees for any food, silly string, or items not allowed.

#### **WEIGHT LIMIT**

All inflatables have a max weight limit of 500lbs at one single time. Toddler units should only be used by kids ages 5 and under. These are found under our toddler tab on our website. All chairs have a max weight capacity of 200lbs, and our dunk tank has a weight capacity of 250lbs.

#### **SILLY STRING DAMAGE**

**NO SILLY STRING IS ALLOWED INSIDE OR ANYWHERE NEAR THE JUMPER. IF SILLY STRING DAMAGE IS FOUND ON THE VINYL OF THE INFLATABLE THERE WILL BE A **\$300 DAMAGE FEE**, PER UNIT, IMPOSED AUTOMATICALLY. PHOTOS WILL BE AVAIABLE OF THE DAMAGE UPON REQUEST.**

#### **SUB-LEASING EQUIPMENT:**

Cindy's Jumpers does **NOT** authorize its equipment to be sub-leased or rented out to a third party unless there is a prior approval in writing. Once the driver sets up the inflatable it must not be removed from that location under any circumstances.

#### **CONSECTIVE DAY RENTALS:**

We offer a discount of 25% OFF from the grand total if you rent for more than 2 days in a consecutive order. Rentals must be left overnight in a secured location. No discount, if our driver has to pick up that same night and redeliver the following day.

#### **DISCOUNTS:**

We offer package special pricing, discount and coupon codes in the mail. We also offer a \$5 facebook fan discount. Only one discount is allowed to be used per order.

**TRACKLESS TRAIN:**

Our trackless train can only operate in flat hard surfaces such as concrete, asphalt hard dirt or grass. We can't operate on sand, rocks, gravel or mud. All surfaces must be flat and we can't operate the train up or down hills. Our train rental comes with a full time operator that will check to make sure all doors are secured and will operate the train. All passenger cars come with seatbelts. Children less than 36" must ride with an adult. All riders must keep hands, feet and other objects inside the train at all times. All riders must be seated until the train comes to a complete stop.

**PHOTO BOOTH:**

All photo booth rentals are recommended to be placed indoors. If placing a photo booth outdoors please make sure the area is clean and flat. We can't set up on dirt or uneven surfaces. An electrical outlet is required within 50 feet of the set up location. If placing the photo booth outdoors please note that the booth has to be in a shaded area at all times. The photo booth can freeze if the weather is too hot and there will be no refunds or credits given if the computer freezes due to hot weather if customer decides to place the photo booth outdoors.

**LOST / STOLEN EQUIPMENT:**

Customer is responsible to stay with our rental equipment from the time it's dropped off to the time it's picked up. If any equipment is lost or stolen during your rental period the customer is responsible to pay for all replacement costs. No one else besides the same delivery drivers from Cindy's Jumpers who delivered your equipment are authorized to pick-up our equipment. Do not release or sub-lease our equipment to anyone. Do not allow anyone else to take possession of our equipment. If you have any questions call the office.

**COMPLAINTS OR CONCERNS:**

If you are unhappy with our services please let us know. You can email the owner directly at [info@cindysjumpers.com](mailto:info@cindysjumpers.com) or call and ask to speak to a supervisor.

**EMERGENCY/AFTER HOURS**

If there is an emergency or you need to reach our warehouse after hours you can call our office and press option 9 to be transferred to the warehouse supervisor. Warehouse supervisor can help with drivers being late, troubleshooting, or any other problems but can't take reservations. For reservations, please call us during our normal business hours or book online.