

# Frequently Asked Questions

## **Book a Date**

- \* Please call or fill out our online booking form.
- \* Tentative, verbal bookings are held for 3 days (then they may be given away without notice).
- \* Please return signed Rental Agreement with deposit (or credit card number) within 3 days of booking to confirm date.

## **Deposit**

- \* A 25% deposit (or credit card number) is required at time of booking to confirm your date please.
- \* We accept cash, Visa, MasterCard, company check or certified check.

## **Payment**

- \* Remainder of payment is due upon delivery (before set up please).
- \* Please have payment ready so set up is not delayed.
- \* We accept cash, Visa, MasterCard, company check or certified check.
- \* Personal checks must be cleared 2 weeks prior to event please.

## **Cancellation**

- \* Deposit can be transferred to new date if cancelled at least 30 days before event.
- \* Deposit can be transferred to new date if cancelled at least 24 hours before event due to weather.
- \* Rescheduled event to be held within one year of original date please.

## **Weather**

- \* In case of rain, you can cancel or postpone with 24 hour notice (before we load the trucks please).
- \* We can still operate if forecast calls for light showers if you wish.
- \* We are not able to operate during heavy rain, storms or wind gusts over 25 km per hour.
- \* If severe weather moves in during event, we may need to shut down for safety reasons (payment is non-refundable at this point).

## **Delivery**

- \* Please reserve parking space closest to set up area for us.
- \* We will need a path of at least 3' wide (doors, gates etc.) to deliver bouncers.
- \* For large inflatables we may need to drive right up to set up area please.

## **Set Up**

- \* We can set up on flat grass, cement, asphalt, hard dirt or indoors.
- \* We are not able to set up on gravel, sand, or loose dirt.
- \* Rides are set up, cleaned and tested before event and do not cut into your rental time.
- \* Bouncers take about 20 minutes to set up and take down. Large rides take about 30 minutes.
- \* Difficult set ups (steps, hills, indoors etc.) may require additional charge or help from renter please.
- \* Please ensure that set up area is cleared of debris with no underground wire, pipes or sprinklers.
- \* Please sweep area clean if set up is on hard surface.

## **Customer Pick Ups**

- \* For insurance reasons, inflatable rides must be delivered and set up by a trained employee.
- \* Some games can be picked up at our location to save delivery charges if you wish.

### **Power**

- \* An electrical outlet must be located within 80' of inflatable ride.
- \* Some rides may need several separate dedicated circuits.
- \* As an alternative we can bring generators (may require an additional charge).

### **Safety**

- \* Inflatables are fire retardant, T.S.S.A certified and fully insured.
- \* Certificate of insurance is available upon request.

### **Prices**

- \* We will beat competitor's prices.
- \* We accept Canadian Tire money!
- \* Tax not included.

### **Donations / Discounts**

- \* We do several discounted events for charities per year.
- \* To qualify please send request in writing before April 1<sup>st</sup> for upcoming season.
- \* Although we get hundreds of requests, only a few will be chosen.

### **Miscellaneous**

- \* We allow face paint on inflatables (non-smudge only please).
- \* No Silly String on inflatables please (it chemically and permanently bonds to the vinyl).
- \* We are Ottawa's largest inflatable rental company!

**Runamok Party Rentals**  
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