



## FAQs

### **How many kids can utilize the inflatables at one time?**

As a rough average, there can be seven to ten kids on an item at once, but it really depends on the size of the children. What keeps the inflatables the safest is separating big kids from little kids.

### **Are your units safe?**

Our units are constructed of industry standard vinyl, fire retardant, and include an inflated safety ramp/step on the bounce structures. Each unit is equipped with blowback valves on our blowers, and we tie down the units using the appropriate stakes (18 inch) and/or Sandbags. Remember, **ADULT SUPERVISION IS A MUST!** This will insure that a few simple rules are followed (be kind and respectful of other people's space) and everyone will have a **FUN & SAFE** time!

### **Are your units clean?**

Yes! We clean them between uses and request that renters please refer to their agreement terms and remember to keep food and drinks, and gum and candy, **AWAY** from the rentals. We will charge a cleaning fee for excessive cleaning because we need to make sure every renter receives a tip top item! See your agreement for details.

### **Are your delivery staff as awesome as your rental items?**

Absolutely, we believe in paying a fair wage for excellent customer service, delivered by our polite and knowledgeable staff.

### **Delivery Process –Drop Off in Portland Metro Only, Included in Rental**

**Delivery Charges:** are additional outside of the Portland Metro area, please speak to customer service to determine final pricing after reserving your items through the website.

**Setup and Tear Down Charges:** Covers handling charges for unloading, setup, tear down and loading when we must cart items over challenging terrain or over large distances, please speak to customer service to determine final pricing after reserving your items through the website.



## **Liability**

All equipment is for rental purposes only at the discretion of the renter; it is understood that PDX FUN LLC shall not be held responsible for any accidents or damages resulting directly or indirectly from the use of the leased equipment. PDX FUN LLC expressly disclaims all warranties, either expressed or implied including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the use of equipment. The renter agrees to indemnify PDX FUN LLC for any claim, loss, damages to property, consequential damages, loss of income or any other incidental damages, event those damages caused by negligence of lessee, together with attorney fees for defending any action brought as a result of the renting of equipment.

## **Release Waiver**

PDX FUN LLC clients are required to sign a release waiver (see copy in welcome email) releasing PDX FUN LLC from liability on any and all equipment that could cause injury. Clients should check with their own insurance companies for special event insurance if applicable. Clients must have an adult overseeing use of equipment at all times.

## **Damage Waiver**

PDX FUN LLC applies an optional 10% nonrefundable damage waiver to the cost of all rental equipment. This cost covers reasonable physical damage to the equipment and is NOT liability insurance. Damage waiver DOES cover wind and storm damage to equipment and accidental damage up to \$250.00 per item. Damage waiver does not cover theft, vandalism, misuse and/or abuse. PDX FUN LLC charges for missing equipment at full replacement cost. All additional charges incurred by customers due to added rental items, damages, or missing items not covered by damage waiver will be billed to the customer's credit card on file when no other form of payment is offered by the end of the rental period.



## Client Responsibility

Clients are responsible for theft, vandalism, abuse and misuse of rented equipment, as well as any missing items! Please see Release Waiver for details.

If excessive cleaning is needed, a cleaning charge of \$50 to \$200 will be required (Examples: Silly String, Food, Gum, Rust Stains from water pump, marker or paint)

**\*\*These things are NOT covered by the damage waiver.**

## Payments

A full rental payment is required in order to make a reservation. PDX FUN LLC accepts cash, check, VISA, MasterCard and Discover. All balances are due at the time of booking. Balances are nonrefundable and non-transferable for cancellations made without one week of advance notice, although if it is possible for us to do so, we will reschedule as we are able on a case by case basis.

## Identification

When dropping off rental equipment PDX FUN LLC requests a valid driver's license or picture identification to ensure that the identity of the renter matches the identity of the individual who signed the release waiver in person; PDX FUN LLC reserves the right to make a copy of this ID.

## Cancellation

After making a reservation, the client will be subject to a 100% cancellation fee if the reservation is cancelled without one week of advance notice. Clients will be subject to a %50 cancellation fee if the reservation is cancelled without two week's notice. There is no fee for minor changes prior to event for rental deliveries, as we are able to we will accommodate. We simply & kindly ask that if you decide to cancel your reservation, please let us know as soon as possible prior to your event so that we may rent the unit out to another party.

**\*If you rented an item that does not fit on your chosen site, we cannot issue a refund, please measure twice!!**





## **Weather**

PDX FUN LLC is NOT responsible for inclement weather causing the delay or cancellation of any event. All inflatables can be used outdoors in temperatures above 40 degrees. We would like to remind you that children enjoy playing in the rain!

## **Delivery**

We deliver and set-up ALL of our party rentals. We setup at least 1/2 hr prior and up to 4 hours before your event. Setup takes approximately 30 minutes. At this time, we inspect the unit for cleanliness and safety. When your party is over, we come back within 4 hours to take the unit down. This service is included in the rental cost. We cannot setup at apartments or any other rental communities for insurance and safety reasons without the property owner's explicate written consent and their signing of the PDX FUN waiver, and providing proof of insurance. Delivery fees for areas outside of the Portland Metro area (see map) are determined by distances from PDX FUN LLC to the event, please call or email to schedule after placing an item on hold. We will do our best to keep pricing low, but also believe in paying our drivers a fair wage commiserate with anticipated traffic patterns and mileage.

Clients must be present upon delivery to approve the contract unless other arrangements have been made with PDX FUN LLC. Delivery is tailgate service only. If delivery/pickup requires long distance carrying of more than 150 feet, stairs or transporting in elevators, additional charges may apply; please advise us of these additional obstacles at the time of booking so that we can plan for success!

## **Cleaning**

Kindly return rental items clean, free of food and in their proper storage units. A cleaning charge will be assessed on any equipment returned heavily soiled. If excessive cleaning is needed, a cleaning charge of \$50 to \$400 will be required (Examples: Silly String, Food, Gum, Rust Stains from water pump, marker or paint)