

Frequently Asked Questions

Do you have insurance?

Yes. We are fully insured with a liability policy. You may request a copy of our policy at any time. Set-ups in parks and public places may require you to seek event insurance.

Are our units safe?

Yes. Our inflatable bounces are certified by the PA Department of Agriculture, and inspected by the State of Ohio annually. We inspect, clean and sanitize each unit before and after use. As long as our Safety Guidelines are followed and the kids are supervised, our inflatables are very safe.

How large are the units?

Our inflatables vary in size and in weight. Our website lists the dimensions and weight of the inflatables. Our inflatables need an additional 5 feet on each side to be staked. Overhead must be free of trees, wires, ceilings and lights.

How many children can an inflatable hold?

Bouncers should be grouped according to age and size. Use the following guidelines to determine the number of children for a bounce house.

Ages 8 and Under	8	Ages 13 – 16	4
Ages 9 – 12	6	Ages 18 and over	2

Does the price include set-up & delivery?

Set-up costs are built into our rental price. We charge a delivery fee based off of your zip code to offset travel expenses. Prices do not include sales tax.

What surfaces do you set-up on?

We can set-up on grass (best for the kids), dirt, asphalt and concrete. The site should be relatively level and free of all animal waste, sharp objects, large rocks and other debris.

Do you require a deposit with the reservation?

Yes. A \$100 deposit is required to reserve a unit, with balance due at the time of pick-up or set-up. Payments can be made by cash, check or credit card.

Do you require a security deposit?

No. Normal wear and tear is expected. Additional charges may occur if there is damage, missing parts, additional cleaning or drying needed to restore the equipment to a rentable condition.

Is there a cancellation fee? (Excludes Tents)

Cancellations one week ahead of your scheduled event, will receive a full refund. Cancellations less than one week but more than 24 hours prior to the event, the deposit can be applied to a future rental within 12 months. No refunds provided with less than 24 hours notice or once the unit has been set-up.

What kind of power supply or extra equipment is needed?

We require a standard 110 outlet within 100 feet for each inflatable. We provide one 100 foot heavy duty extension cord for each inflatable. Then generators may be rented in advance if a power source is not available. A 5,000 watt generator can power two (2) blowers. We will not be responsible for any electrical failures caused by the power source.

Do we need to keep it plugged in the entire time?

Yes, the blower keeps air in the unit the entire time. Once unplugged, the unit deflates.

What if it rains the day of our rental? What if there are high winds the day of our rental?

We call you 24 hours prior to the pick-up or delivery to discuss high winds or rain in the forecast making it necessary to reschedule. We reserve the right to make weather calls on the spot. We only set-up under the absolute safest conditions and will not put any child's safety at risk.

What if it starts to rain during our rental? What if there are high winds during our rental?

We ask everyone to exit the unit before it becomes slippery and unsafe. The unit must be unplugged to avoid risk of shock or damage. Please see our Inclement Weather Policy.

Do you provide supervision or operators for the inflatables?

Prices for our bounces, games and concession rentals require that the customer provide appropriate adult supervision. T&M will be happy to provide operators for the equipment for an additional fee. Arrangements must be made at the time of reservation for T&M operators.

At the time of pick-up or delivery, we will review operating and safety procedures with an adult, 18 years of age or older. We require a customer signature stating that they have received the Safety and Operating briefings for proper use of the equipment. Inflatables are to be deflated when there is no adult supervision.

Do you set-up in parks or other public places?

Yes. If you want to set-up at a park or other public place, you must have written permission. The site must meet the requirements for size, conditions and availability of power.

Are we responsible for the unit if it gets a tear or is damaged?

You are not responsible for normal wear and tear on our units. Seams may develop tears in high traffic areas. If this happens, please alert us at once so that we may remedy the situation. However, damages occurring for failure to follow our safety rules or negligence, you will be responsible for all damages up to and including replacement of the unit or blower. To avoid this situation, adult supervision must be present at all times.

Do you offer discounts for multiple items? Do you ever donate to non-profit groups?

Yes. We typically offer package discounts for multi-day and multiple item rentals. For donations, you first must fill out a form and return it to us for consideration. Due to the number of requests we receive, we only honor a certain number each year.