

FREQUENTLY ASKED QUESTIONS

1. How far in advance should I make my reservations? Please make your reservations as soon as possible. All of our inflatables (bounces, slides, etc.) are very popular, and sometimes we are booked weeks and even months in advance. The sooner you call, the more likely you are to obtain the item(s) you want. However, we realize that events can materialize at the last minute, and we are always willing to assist you in any way possible with your rental needs, regardless of when you contact us.

2. How much room do I need? Approximately a 20' by 20' area should be plenty of room for the bounces and smaller inflatables, and a 20' by 38' area large enough for the slides and larger inflatables. The area should be level, free of rocks, sticks, etc. and any in-ground sprinkler systems should be shut off and not protruding from the ground. **The unit must be within 100 feet of an electrical outlet.** Please specify the type of surface the unit is to be set up on, as that will help us provide the appropriate anchors for the inflatable. Please clean and clear the area for the inflatable prior to our arrival time.

3. Who sets up the inflatable? If specified so by the client, PARTY KY is responsible for setting up the unit and taking it down at completion of event. Set-up time is approximately 15-20 minutes for a bounce or small inflatable, 25-30 minutes for a slide or large inflatable.

4. Can I pick up and set up the inflatable myself to cut costs and save money? Yes, absolutely! Arrangements can be made in advance to pick up any unit we offer. Client is then responsible for return of inflatable, and for any damage done to rental while in their possession.

5. Can your inflatables be set up indoors? Yes. Our units can be set up indoors or outdoors, whichever you prefer! You will need to have enough ceiling height (approximately 18' – 20') to accommodate the inflatable. The unit cannot be set up too near hot lights, A/C vents or any fire hazard. Most commercial halls, malls, gyms, etc. will work perfectly!

6. Can I cancel my reservations? Yes. However, all cancellations must be called in by the end of the business day BEFORE your rental. Once

the equipment is delivered there is no refund for rental due to weather, attendance, etc. All decisions to cancel due to weather or any other reason should be made before the scheduled delivery time, even if the equipment is delivered early.

7. What is your policy in case of rain, cold temperatures or high winds? The inflatables must not be used when wet outside, currently raining, the temperature is less than 45 degrees Fahrenheit, or when there are winds in excess of 25 MPH. **This is a very important safety issue!** If it begins to rain and the inside of the unit gets wet, everyone should exit the unit immediately and it must be deflated and all electrical cords unplugged. The inflatable becomes very slippery and dangerous when wet. Once the rain stops, however, the unit can be blown up again after it has dried off, either naturally or by wiping it down with towels.

8. How safe are your inflatables? Safety is our number one concern at PARTY KY, and **all of our games are fully insured!** Our inflatables are constructed with quality and safety in mind, and great lengths have been taken to ensure your rental goes off without a hitch. All of our units have a safety entrance/exit ramp for the children's protection and safety. Each unit is constructed of only the best American-made commercial grade 18-21 oz. vinyl with double stitching. All of the materials are fire retardant. The windows of our bounces and slides are made with specially designed mesh netting, which allows for easy viewing and minimizes the chances of becoming entangled. Each unit is equipped by a non-removable list of safety rules. We will also supply recommended guidelines for safe use and the recommended number of children allowed in game at any one time.

9. When is payment expected? Payment is due upon completion of event or return of rental item unless prior arrangements have been authorized.

10. Do you offer special package deals if I want more than one game? Absolutely! We have MANY excellent package specials for those who want more than one game at a time. We're always happy to work with you in order to meet your needs, and we can work within your budget to provide the best possible rental deal for you. If you would like additional information on one of our package deals, please call us at **1-800-232-3287** or visit us on the web at **www.partyky.com**.