

# Amazing Bounce F.A.Q.

## Questions About Your Rental



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### 1. Are We a Legitimate Business?

**Yes** We are licensed by Palm Beach County and the Village of Royal Palm Beach, as well as, Incorporated in the state of Florida. Copies will be gladly provided to you upon request by fax, email, postal mail or other media at you request. You may visit the County and State web sites provided in our Links Page for online verification of our Active Status. Also, we place our Price List on our web site to further our integrity. **BEWARE:** *Of those that only accept cash, only take reservations for Saturdays or Sunday, are not licensed, charge extra for delivery, etc.*

### 2. HOW CLEAN ARE YOUR INFLATABLES?

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**Extremely.** This question is the most frequently asked and should definitely be one your first questions. Our inflatables are thoroughly cleaned and scrubbed with a disinfecting/sanitizing agent and then PRESSURE CLEANED after every single rental. . What would be the point of renting an inflatable and then being afraid to let your children in it? Besides, you wouldn't call us for your next occasion if you weren't completely happy with our products or services.

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3. **What is the process for making a reservation?**

We stay in verbal and written contact with you throughout the process. No need to wonder if we remember and are going to show up. We call you the day before your rental date, so you don't have to wonder if we'll be there.

  - 1 Contact us for availability with the unit, date, time and location information. 3-4 weeks recommended.
  - 2 Call **792-3767** so we may obtain needed questionnaire information, delivery address, contact phone number, etc
  - 3 You will be mailed a Confirmation Letter and Invoice.
  - 4 You receive a reminder "We're on the way tomorrow" call from us the day before your rental date.
  - 5 We arrive about 1 hour early, obtain your signature on the Rental Agreement, accept Cash payment if applicable and setup you equipment.
  - 6 We arrive at the agreed upon end time or within 15 minutes afterward, never early, to take down the inflatables.
  - 7 You receive a Thank You letter for your choosing us and supporting your local small businesses. [Back to Top](#)
4. **Do we Deliver?**

**Yes.** Amazing Bounce NEVER charges a delivery fee and will deliver your bounce house AND set up the unit for you. We will call you the day before to let you know we are on the way. We need at least 30 minutes to prepare and set up. We offer **FREE** delivery to customers from Jupiter to Boca Raton. *BEWARE: Of those that charge extra or a premium for delivery or for delivering to Palm Beach County from Miami, Dade / Ft Lauderdale, Broward. IF you're dialing an 800 or 954 number ask.* [Back to Top](#)
5. **Do You Setup in County Parks?**

**No.** We do not participate in the Palm Beach County Park & Recreation Program. There are too many electricity / outlet issues with the blowers. We have participated in various *City Parks* which generally only require a permit or a copy of our business license. The county parks link is located in our Links Page, if it's not identified there, it's a city park. [Back to Top](#)
6. **Could I Set it up Myself and Save Money?**

**No.** Amazing Bounce takes great pride in the safety and cleanliness of each unit we rent. The only way to guarantee you this safety and quality is to do it ourselves. The weight of the units range from 200 to 500 pounds. Many require special equipment to move them into position. Besides, we NEVER charge a setup or take-down fee. [Back to Top](#)
7. **How Many Children Will The Bounce House Hold ?**

It is recommended that you group the children by age groups and size accordingly. [Back to Top](#)
8. **Can You Set Up Inside ?**

**No.** The units are typically 15' high. [Back to Top](#)
9. **Will The Bounce Harm My Lawn ?**

Amazing Bounce cannot guarantee that the inflatables will not have an adverse affect on your lawn. Due to the weight of the inflatables and depending on the length of time the inflatable is in use, flattened grass is common but not permanent. During the heat of the summer, it is not uncommon to see burned blades of grass a few days after the inflatable has been removed. The grass typically recovers within a week or so. We will use a tarp, when applicable, that will protect the grass from permanent damage due to the shifting motion of the inflatables. The water slides will create small mud puddles at the entrance and exits. [Back to Top](#)

10. **What if it is Raining on the Day of My Event?**

We monitor the forecast closely. If the forecast calls for rain, we will call you prior to your rental time to decide on any options. Safety is first! We cannot setup or operate in rain, high winds (exceeding 15 mph) or lightning storms. These conditions will prevent Amazing Bounce from setting up and your party will be cancelled or rescheduled.

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11. **Do You Require A Deposit ?**

**No Reservations are RISK FREE** We don't believe in keeping \$10, \$20, or more of your money to ensure that you keep your reservation with us should you need to cancel.

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12. **What if I Need to Cancel?**

**Reservations are RISK FREE** As stated above, no deposit is required. Most folks ask how we can do this and not lose money on cancelled reservations. This extremely rare when we demonstrate our customer service, communication, value, etc. We only ask that you let us know as soon as possible by calling [792-3767](tel:792-3767) so that we can accept a reservation from someone else. You must inform us prior to our arrival to setup the inflatable or full payment is due.

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13. **What is your Refund Policy?**

**Reservations are RISK FREE**

**Cash** None, you don't pay anything until we arrive to setup. SIMPLE!!

**Credit Debit Cards** None, we don't charge anything to your card until your rental date and we call the day before.

**Checks** Upon notification we will immediately issue a company check for the full amount through the U.S. Mail once your check clears our account (usually 3 days from date of deposit).

**PayPal** Since we are not provided with your card information, we cannot credit your card, thus we will immediately send cash funds back to you ONLY at the email address you sent the payment to us from.

**Other** Always, you are always entitled to a refund should you need to cancel prior to your rental date.

14. **What Is Your Payment Policy**

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**Cash** Amazing Bounce's preferred method of payment and is due when we arrive to setup your inflatable.

**Card Credit & Debit Cards** We accept any Visa and Master directly (Discover & American Express by February 2005), no charges are made until the morning of your rental and the cardholder must be present with actual card for an imprint and cardholder signature upon our arrival on the rental date.

**Checks** are accepted when they are local and received at least 5 business days prior to your rental.

**PayPal** Use the link on our Price List page, or email us for the proper email address to send payment to.

15. **How Safe are the Inflatables?**

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**Very** They are manufactured to the highest standards in the industry and conforms to Fire Retardant Standards NFPA 701 (1999). Constructed using double stitching, reinforced baffles, reinforced anchor straps, heavy duty factory installed step, roofs for protection from the sun, zippered deflation port, emergency exits, safety entrance netting and many other quality features.

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16. **Do the bounce houses have safety entrances steps?**

**Yes** All of our bounce houses have factory installed safety entrance steps. This is

something you should inquire about. It is unsafe to place upside down recycle bins as a make shift entrance step.

17. **Why rent from Amazing**

**Bounce?**

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You know who we are, where we are and every way to contact us. All of our information is up front and on our web site, even our prices. Why settle for just pictures and a phone number, are you getting the same price the last person received?? The photos you see on our site are of the actual units, we give the size dimensions, you see the actual colors and art work that will be delivered to you. What we feel is the most important reason, you are supporting a local small business in your own community who enjoys providing a quality service.

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See a question not listed or need to additional information?  
Contact the [WebMaster](#) to get it posted here.