



Policies & FAQs

How do I make a reservation or see what's available?

By clicking "Book Now" on our website www.powerupabilene.com! Reservations can be made online 24/7. You can also see which units are available on your event date.

Not finding what you need? Please call our office (325-794-8054) and speak with one of our friendly representatives. We are here to make it easy to have fun at your next party or event!

How far in advance should I make a reservation?

As soon as possible! We ask for at least 48 hours advance notice, but we may be able to accommodate last minute orders. We ask that you call us for next-day or same-day orders.

Get it before it's gone! It's also important to book early so that you can get the inflatable you want before someone else does, especially during the busy seasons. Without your confirmed reservation, we cannot hold your desired items.

What are your Payment and Cancellation policies?

All reservations must be secured by payment through the online booking engine. We accept all Visa, MasterCard, Discover, and American Express debit and credit cards. For corporate or organizational events, other payment options may be available if unable to pay by credit or debit card. Please call our office to make arrangements.

Cancellations – Cancellation requests should be made by submitting written notice to owner@powerupabilene.com. If requested at least 21 days prior to the confirmed event date, customers may cancel their orders and receive a full refund. Customers who cancel less than 21 days prior to the confirmed event date will receive a credit voucher for amounts paid which can be used to secure a booking for a later date. Credit vouchers expire one year from the original confirmed reservation date.

Credit Voucher Cancellations – Bookings secured with a credit voucher and then cancelled will not be refunded and another voucher will not be reissued. The original credit voucher will remain valid until expiration.

What is your Inclement Weather Policy?

Unfortunately, even birthdays aren't immune to bad weather.

In the event of forecasted strong winds, heavy rain or other unsafe weather conditions, we reserve the right to cancel or suspend our services. Your life is important to us, so **we will not compromise on safety**. Customers subject to the weather cancellation policy will receive a credit voucher for amounts paid which can be used to secure a booking for a later date. There is no expiration for vouchers issued because of weather.

We highly encourage customers to monitor the forecast and **have an alternative plan** for covered or indoor activities in case of bad weather.

What are the Onsite Requirements for inflatables?

Site Access: There must be a clear access route from our vehicle to your site (3 feet minimum width for most bouncers, 4 feet for larger units). Stairs, steep banks or obstructed pathways can cause delays or possibly prevent equipment setup.

Site Conditions: The space requirements, including height, are listed online in the item descriptions. The site needs to be flat and free of pet droppings, debris and any objects that may interfere with the use of, or cause damage to, the rental equipment. Due to potential liability issues, we will not clean or prepare event sites.

Ground Surface: Grass is best, but hard surfaces like concrete may work too. Plain dirt, sand, or rocky soils are not desirable and require minimum payment of \$100 for cleaning. If the site is determined to be potentially damaging to people or equipment, we will not set up.

Utility Lines: Utility lines are not required to be marked, but stakes will be used in grass unless otherwise specified. Since, per the Rental Agreement, we are not liable for any damages to property or otherwise, we encourage customers to call 811 or visit www.texas811.org if you desire to have utility lines marked.

Onsite Adult: There must be an adult (18+) onsite to sign for the rental equipment and to direct where the unit will be set up. The signer will receive instructions on the proper operation of each rental unit. We don't want our customers to wait, so if an adult is not onsite at delivery time, we will move on to our next delivery for the day. We will try to accommodate a later setup time if possible. No refunds or vouchers will be issued under these circumstances.

How much power is needed?

Inflatable rides require a standard 110v outlet within 100 feet of each inflation blower. NO ADDITIONAL EXTENSION CORDS are allowed. Any additional requirements, if applicable, are listed in the online unit descriptions. The blowers must run continuously and work best as the only item plugged into an

electrical circuit. If adequate power is not available, one of our generators may be available to rent. For the safety of our equipment and to ensure minimum power requirements are met, we do not allow customers to provide their own generators without prior written consent.

What happens if the event site is not suitable for an inflatable?

We will explore every safe way to accommodate your booking and we make it a priority to inform you up front about site requirements and preparation during the booking process. However, if we are unable to set up on your event date due to electricity, ground surface, space, or other safety issues, no refunds or credit vouchers will be issued. We encourage you to review our Onsite Requirements to avoid any problems.

Don't forget, a responsible adult (18+) must also be present at the time of delivery to sign for the order.

How long can I rent the equipment?

Generally, our rental periods are categorized as half-day (4 hours) or full-day (8 hours). Delivery and break-down times do not count toward your rental period. You will always get the play time that you paid for.

To discuss customized options for corporate or organizational events, we encourage you to call our office. We are happy to tailor our reservations to your event needs.

Do you deliver the equipment?

Yes. Enjoy your party! Our crew will deliver, set up, and prepare you for safe operation of the inflatable.

When will you deliver our rental?

You should receive more specific communication from us at least two days prior to your event. We will usually be there to set up for your event **at least one hour before** your rental period begins. If your rental period is early in the day, we might be there to set up as early as 7:00 AM. Don't worry, you will know what time to expect us before the day of your event so that a responsible adult can be there to sign for the order and go over the required safety briefing.

When will you pick up our rental?

The pick-up window begins when your rental period ends and may extend until 9:00 PM. On rare occasion, we may not be there to pick up the equipment until the next day. If this becomes necessary, we will contact you.

Are you insured?

YES! We encourage you to ask this question of ALL rental companies AND review the certificate of coverage to make sure it isn't expired or inadequate. We happily provide a copy of our certificate upon request to owner@powerupabilene.com.

Safety is our number one priority. Our equipment is professionally inspected and permitted for use by the State of Texas. As is the case with most insurance policies, the lessee or customer shall be in charge of monitoring each unit, unless specified otherwise, and PowerUp Inflatables, LLC is not responsible for any injuries occurring to those using the rental equipment. As with any rental business, you accept any associated risks when you use the equipment.

Why are Silly String and similar products prohibited?

Silly String and other canned streamer products can damage the vinyl on inflatable units and cause serious aesthetic and safety issues. Per the Rental Agreement, customers are responsible for the repair or replacement costs associated with the use of these products.

Can you set up at parks?

Yes, most likely. But, please contact the park office first and visit the site to make sure it is suitable for inflatables. Things to check include:

- Possible permits and insurance needs. There may be an additional fee to list someone, including the park office, as an Additional Insured on our insurance policy.
- Electricity, setup area size and site conditions. See Onsite Requirements for details.
- Loading/unloading area for delivery truck along and distance to the event setup area.
- Policies for the use of anchoring stakes. Standard stakes are 18" long while some larger units require the use of 36"--both put in at an angle. If stakes are not allowed, sand bags must be used (additional fee may apply).

Is the equipment supervised?

We only provide the rental equipment and ensure its safe setup. However, safe operation and supervision of all participants is the responsibility of the customer.

Are your inflatables safe and clean?

Yes! We use the safest designs made by reputable manufacturers. All of our inflatable equipment passes State of Texas mandatory ride inspections. Each inflatable is cleaned between rentals and visually inspected again at delivery to ensure they are safe for use.

How many kids (or adults) can jump at a time?

Check the rules printed on the front of each inflatable for details. In general, most of the standard sized Bounce Houses and Combos can safely accommodate 6-8 children, depending on size and weight, and a couple more for the larger bounce houses. For safety, have similarly-sized riders jumping at the same time. Standard bounce houses are not generally recommended for adults. However, the interactives, giant slides and larger obstacle courses are great fun for teens and adults.

May I tip the set-up crew?

Thanks for asking! While it is not expected, your generosity is welcome and greatly appreciated.