

How do I make a reservation?

Please E-Mail Us Your Name, Date(s) Needed, Billing/Event Address, City, Phone # to Hartland.inflatables2rent@gmail.com to Reserve

Is an additional security deposit required?

No. We will accept VISA, MC and checks at the time of order and apply all discounts/promotions at time of sale.

How much room do I need?

Approximately an 18' x 20' area should be plenty of room for a bounce house, a 20' x 35' for a combo and 20' x 40' for a large slide. The area should be level, free of rocks, dirt, sand, sticks etc. and any in-ground sprinkler systems should be shut off and not protruding. The unit must be within 100 feet of an outlet. We also ask that you please clean up the area in which the inflatable unit is to be placed.

What if I want the inflatable setup where there is no electrical outlet or at least no outlet within 80 feet?

We can setup your inflatable unit virtually anywhere! We will need to bring a generator in order to power the blower. If needed, generators can be rented for a \$100 per day/ per unit.

Who sets up the inflatable?

A staff member from our company sets up the inflatable unit and takes it down when we come to pick it up. Set-up time is approximately 15-20 minutes (25-30 minutes for a slide or combo). We ask that if you are done with the inflatable unit, please do not shut down the blower motor. The inflatable unit must be inflated before it is taken down so that we can inspect for damage and possibly do a preliminary cleaning of the unit. Pick up time is usually 20-30 minutes (40-45 minutes for slides and combos).

Can I cancel my reservation?

Yes. We realize that things come up unexpectedly, so yes you can cancel your rental. However, we do ask that you try to give at least 2 days (48hrs.) notice of your cancellation. Also, no cancellation fee's apply if cancelled before delivery has occurred. No refunds will be given once the inflatable has been setup.

How safe are your inflatable units?

All of our units have the "child safety ramp/step" for safe & easy entry/exit; they are constructed from very durable commercial grade vinyl with double and quadruple stitching. ALL of our inflatable units meet and/or exceed ATSM rental industry standards. Each of our inflatable units is equipped with a non-removable list of rules. We will also supply recommended guidelines for safe use and recommended number of children that should be allowed to use the unit at one time.

How does the inflatable unit stay inflated?

A fully enclosed blower motor unit is used to keep the units operational and they must stay on the entire time that the inflatable unit is being used (unless winds exceed 20mph, then it must be shut down). The design of the blower is such that no moving parts are exposed. This is a very important safety feature that you should take into account when children are around. The blower unit must be located within 80 feet of an electrical outlet and each blower motor must have its own separate 20 amp circuit

Can I set up the inflatable near my pool?

Safety is our number one concern. The bouncer or slide must be set up a safe distance away from a pool or water front; at least 30 feet.

Can you set an inflatable up in my driveway?

Yes, provided the driveway is flat enough. We prefer to setup inflatables on a grassy area when possible, because it is easier to safely secure the inflatable and generally safer. We will not setup inflatables on gravel driveways.

Can a bouncer be set up indoors?

Yes, our inflatable units can be set up inside or outside! You will need to have enough ceiling height (about 15') to accommodate our inflatable bouncers and (about 26') for our Giant Slides. The inflatable unit must not be too near hot lights, a/c vents or any fire hazard. Many commercial halls, malls, gyms, etc. will work just fine.

What is your weather policy?

AN INFLATABLE MUST NOT BE USED WHEN WET INSIDE and/or WHEN WINDS ARE 20 MPH OR MORE. This is a very important safety issue.

Please note that Hartland Inflatables, LLC reserves the right to cancel order anytime before delivery has occurred if unsafe conditions are expected on the day of the event (ie.rain or high winds).

No penalty is incurred and any payments will be refunded 100% before delivery has occurred

Wind

If the local weather is forecasted sustained winds of 20+ mph (with higher gusts) on your event day and both you and Hartland Inflatables, LLC agree before delivery/set-up that it may be unsafe to use, then we will cancel the rental with no charge to you.

Rain

We have a no worry rain policy. **If rain occurs on the day of your event, you may opt to have a full 100% refund if delivery has not occurred.** **If it rains during after the inflatable is delivered and set up, you can call us (within 2 hours of delivery) for pick up and receive 25% off next order (no other discounts can apply) with no expiration date.** Please keep in mind that if the inflatable unit gets wet, everyone should exit the inflatable unit immediately. **When an inflatable unit becomes wet, it is very slippery and dangerous.** Once the rain stops you can then dry the unit with towels. Once dry, the inflatable unit should be once again safe to use. **No refunds will be given once the inflatable has been setup.**

Can a bouncer be set up indoors?

Yes, our inflatable units can be set up inside or outside! You will need to have enough ceiling height (about 15') to accommodate our inflatable bouncers and (about 26') for our Giant Slides. The inflatable unit must not be too near hot lights, a/c vents or any fire hazard. Many commercial halls, malls, gyms, etc. will work just fine.

Can I set up the inflatable near my pool?

Safety is our number one concern. The bouncer or slide must be set up a safe distance away from a pool or water front....approximately 35 feet.

Can I pick up the bouncer and/or slide and set it up myself to cut costs?

No. We do provide Free delivery with every order over \$200. Our main reason for no pick up is customer safety as some of the units are 300-500lbs.- depending on size. We also want our customers to focus on the fun and let us worry about all the set up details and avoid any injury to you.

Are your inflatable units clean?

Yes. We clean our inflatable units and all of our equipment every week at our storage facility.. We vacuum, spray and wipe/scrub using a high quality cleaner/disinfectant. Cleanliness and safety are very important to us!

What happens if we damage the unit?

The customer is not liable for damages to equipment due to previously damaged or faulty equipment or normal wear and tear. The customer is responsible for security and any damages that occur as a result of vandalism during rental period (including, but not limited to graffiti, puncture wounds, etc.) Equipment must be returned in same condition as time of rental.

Are you licensed and insured by the State of WI?

Yes. Hartland Inflatables is fully licensed and insured including a Liability policy. A rental contract will be signed and acknowledges that we will not be responsible for any acts of negligence on the part of the customer, their representatives or guests. In addition, we require that you monitor and provide your own attendant for the inflatable at all times.

Can you set an inflatable up in my driveway?

Yes, provided the driveway is flat enough. We prefer to setup inflatables on a grassy area when possible, because it is easier to safely secure the inflatable and generally safer. We will not setup inflatables on gravel driveways.

My yard slopes, is that a problem?

A little slope is not a problem -- we can usually put the entrance of the inflatable at the top of the slope. Steep slopes, however, are not acceptable and unsafe for inflatables.

What prep should I do before the inflatable rental arrives?

Dogs (or any animals) must be tied/caged before and during event...please make sure you have at least 3.5 feet of clearance leading to Setup Location.....turn off automatic sprinklers....do not water grass the night before.....pick up all animal feces.....

Do we have to sign a liability release form?

Yes. Hartland Inflatables, LLC shall not be responsible for injuries occurring to lessee or to any persons using the leased property and the lessee further agrees to 100% responsibility for any injuries and claims to property damage assuming the inflatable is in proper working condition during the time of rental. By accepting these terms you indicate agreement with all the provisions in this lease and acknowledge that you will read, review and follow the general rules posted on the rented equipment for safe operation.