

East County Bounce Policies

*** We are committed in making customer service our #1 priority with cleanliness right next to it.** With this in mind we still have to think about the safety of the children. East County Bounce reserves the right to cancel any reservation that, in the opinion of the East County Bounce technician, it deems a danger or jeopardizes safety in any way.

Cancellation Policy:

We understand that situations occur but please understand that items held for you cause others to be turned away, causing lost revenue. All cancellations made in less than 72 hours of your reservation, other than weather-related as described below in the Weather Policy, are subject to 50% payment. Cancellations made for medical or family emergencies will result in the 50% payment that will be held for use within 1 year of the date of the original event.

Delivery Policy:

Some delivery areas will be subject to fees. Fees are necessary due to drive times and costs. To allow East County Bounce to provide on time services, all areas outside the green will only be deliverable depending on availability. Such fees will be imposed for the following areas: FREE for areas within the RED, \$10.00 for areas within the BLUE, \$20.00 for areas within the GREEN, \$25.00 for areas still on the map. Colors and map are located under the link "Delivery Areas" within www.eastcountybounce.com.

Rental Time Policy:

For the safety of our drivers, we do not accept reservations past 8 p.m. for delivery OR pickup (special situations excluded.) Rentals that exceed this time will incur an additional fee.

Park Policy:

Only El Cajon parks are being serviced at this time. El Cajon Parks are a first come first serve basis so be sure you arrive at these parks early for spots. Inflatable jumps will be used at your own risk, per city of El Cajon. Generators will either need to be rented or brought for all parks.

Surface Types:

It is always best that the unit be on grass or has the opening leading to the grass. We setup on Concrete, Blacktop, and Grass. NO SAND OR DIRT!!!! Slides are not recommended for Concrete or Blacktop unless there are areas where the unit can be anchored.

Weather Policy:

In the event of bad weather, you will be given the option to cancel within 24 hours of your event but no later than 7 a.m. the morning of the event (our load time). If you cancel prior to the driver loading your equipment, there is no cancellation charge. If the morning of your event ECB deems the weather unsafe you will be called by 8am the morning of your event unless you have an early drop off in which case you will be called the night before.

Once any equipment is setup **there are no refunds, no exception.**

Equipment will not be set up in the following conditions; rain, snow, high wind, muddy conditions, or temperatures below 40° F.

Cleaning Policy:

We do our best to ensure that you are getting the best and at a price that is affordable. Unlike some other companies that only brush off items or hose down the bounce, we vacuum and wash ours inside and out with disinfectant. Any jumps that are excessively dirty a cleaning fee of \$50.00 will be imposed. Any jump that contains silly string, or any like product, the jump will need to be sent out for cleaning and a fee of \$200.00 will be imposed!