

Frequently Asked Questions

- 1. Is Innovative Inflatables Insured?** Yes, Innovative Inflatables is fully insured with a 1 Million-Dollar Liability Policy. All company owned vehicles are insured.
- 2. How Much Room Do I Need?** The space required for an inflatable can vary greatly. Our smallest units are approximately 13 x 13. The largest units require approximately 40 x 40. Per Inflatable regulations you need a 3ft.buffer zone around the entire inflatable.
- 3. Who sets up the inflatable?** An Innovative Inflatable's representative sets up and picks up all units for a fee. If you choose to pick up the unit, you will verbally be given specific set up instructions and safety rules.
- 4. How does the bounce house stay inflated?** All bounce houses are inflated with a fully enclosed blower motor. The blower must stay on the entire time the bounce house is being used. The blower is designed so that no moving parts are exposed. The blower unit must be within 100 ft of an electrical outlet.
- 5. Can I cancel my rental?** Yes. You can cancel your rental 15 days prior to your event with no fee. If you cancel within 15 days of your rental date a cancellation fee of \$50.00 will be charged to your credit card. The \$50.00 can be used towards another rental during the current season.
- 6. What is the policy in the event of rain or high winds?** If the local weather is calling for rain and/or high winds (15 mph or greater), both you and Innovative Inflatables will speak and come to an agreement before the delivery of the inflatable. No refunds will be given after the bounce house is setup. If the bounce house gets wet everyone should exit the unit and turn off and unplug the blower motor. **THE BOUNCE HOUSE MUST NOT BE USED WHEN WET OR WHEN THE WINDS EXCEED 15 MPH.** The bounce house can become very slippery and dangerous when wet. Cover the inflatable as best you can with tarps provided. Once the rain stops the customer can dry the unit with towels. Once it is dry, the unit is safe to use. If the inflatable is picked up/ returned wet a drying fee will apply.
- 7. Can the inflatable be used indoors?** Yes. Our units can be setup inside and outside. You will need to have adequate ceiling height to accommodate the unit. Usually 16 feet is required. The unit must not be near hot lights, vents or any fire hazard. Most commercial halls or gymnasiums are fine.
- 8. Can an inflatable unit be setup on pavement?** Yes, provided the area is free from obstructions. Please let us know ahead of time so that we can bring our sand bag anchoring system.
- 9. Can I pick up the inflatable unit myself to cut costs?** Safety is our primary concern. If you are comfortable picking up the unit yourself, you will be given specific set up, breakdown, and return instructions as well as safety instructions. You must have a vehicle large enough to fit the unit in and must be able to lift it safely in and out of your vehicle.
- 10. How safe are bounce houses?** Our inflatables are constructed with quality and safety in mind. All units have ramp-steps for safe and easy entering and exiting. Our units are constructed with durable vinyl and mesh. This allows for proper supervision and reduces the chance of entanglement. Each unit is equipped with a non-removable safety rule list. An Innovative Inflatable representative will supply an additional safety list.
- 11. Does Innovative Inflatables schedule evening rentals?** Yes. Evening rentals are allowed but the inflatable must be picked up before 9:00 PM unless prior arrangements have been made.

