



## Frequently Asked Questions

### How Many Children Can A Bounce House Hold?

#### For a 13x13 Inflatable

Ages 8 & Under - 8 to 10 children

Ages 9 to 12 - 5 to 6 children

weight limit 800 lbs

#### For a 15x15 Inflatable

Ages 8 & Under - 12 to 14 children

Ages 9 to 12 - 8 to 10 children

weight limit 1,000 lbs

### Are the bounce houses safe?

Our bounce houses are commercial quality inflatables. Our products are made with 18oz heavy-duty fire resistant vinyl which is safe and durable. We promote the fun and safe use of our rental equipment. At the time of delivery or pick-up we will discuss all the safety guidelines that are related to the proper use of our equipment. We are always available after the time of pick-up or delivery in case you may have any questions or concerns.

### Is the rental equipment clean?

Absolutely. All Primetime Party Zone rental equipment is thoroughly cleaned between each use. We are committed to making sure that your children have a clean, healthy, and safe environment in which to play. In addition to cleaning, we also safety check and troubleshoot all equipment before it goes out to another client. This way you are always guaranteed a unit that is safe, clean and in good working order.

### Can the children go into an inflatable wet or can we use a hose to spray it?

The inflatable cannot get wet unless it is designated as such. The vinyl gets very slick which causes the children to slip very easily resulting in unnecessary bumping of heads and other injuries. Also mildew may set in if the inflatable gets wet and stays wet for too long. If the inflatable gets wet due to negligence, such as using an outdoor hose or children going from pool to inflatable, we reserve the right to charge an additional fee due to the time it takes to dry, clean and sanitize the wet inflatable.

### Does it need electricity?

Yes. We will bring a 50 or 100 foot extension cord with us. So you must have an outlet close enough to the setup area. The unit must be setup within 100 feet of an electrical outlet. We don't encourage setups near swimming pools and if we do there must be constant adult supervision.

### **What happens if it rains?**

Our policy is once we have set up a bounce house, payment is expected. If it rains during the day or during your event, discounts or refunds will not be permitted. Massachusetts weather is unpredictable and we do reserve the right to cancel if we feel the weather will not be suitable for the bounce house.

The bounce house must be deflated if winds exceed 25mph and if there is steady or heavy rain or lightning conditions. Our delivery personnel will show you how to turn off the bounce house blower and remove it. We ask that you please bring the blower and electrical cord under cover or inside so that they do not get damaged by the elements.

The bounce houses can get wet, however for safety reasons, we ask that children not be allowed in the bounce houses wet because they tend to get slippery and cause a safety hazard for all the children playing.

### **How can I place an order?**

To book your party you may reach us by phone at (978) 282-ZONE (9663) or you can email one of the managers:

Marc - marc@primetimepartyzone.com

If we are not available at the time you try to contact us please leave a detailed message with the following information: your name and number or email, date of event, items you are interested in and delivery location.

### **Do you collect a deposit?**

A 20% non-refundable rental deposit is collected at the time of the reservation and applied to the total rental order. Once the rental deposit is received, all terms and conditions listed on the rental agreement adhere as a legally binding agreement.

### **Do I need to sign any forms?**

Yes, on the day of pick-up or delivery you will be asked to sign our Terms & Conditions Waiver. If you do not sign this we cannot honor the rental. For more information on our waiver please refer to our Terms & Conditions page.

### **If I need to cancel my order is there a penalty?**

All cancellations must be received at least 96 hours in advance and confirmed by Primetime Party Zone to be valid. Any rental deposits collected at the time of booking the event are non-refundable, but can be applied to a rental within a 30 day period.

### **What time do you deliver and pick-up?**

At the time of booking the event we coordinate the delivery and pick-up time according to the customer's needs. We make every effort to ensure our customers are fully satisfied with our rentals. We are flexible with our rental terms, however, any special arrangements must be communicated and confirmed by Primetime Party Zone at least 72 hours in advance.

### **What are your holiday operating hours?**

We are currently taking reservations for most holidays throughout the year without any additional fees. For more information in regards to our holiday operating hours please give us a call.

### **What type of payments do you accept?**

We accept cash, Visa, Master Card, Discover, American Express, Personal Checks, Bank Checks and Money Orders. Cash payments are accepted upon delivery. Credit Card payments will be processed one day prior to the event. Personal Checks must be received at least one week before the event. For your security, all credit cards will need to be presented and verified at the time of delivery.

### **How do I know that you'll show up?**

We take pride in our customer satisfaction and we appreciate your business. Our goal is to offer a convenient/hassle free service. We look forward to servicing your party needs now and in the future.

**Primetime Party Zone is always here to serve you!**  
**Get into the zone with Primetime Party Zone.**