



Dear Jacksonville Family,

Thank You for choosing Go Inflatables as your entertainment provider. It is our earnest desire to provide you with a safe, quality, and fun filled event. We have assembled this packet in order to let you know how to stay safe and enjoy your rental. Please take the time to read it over, sign it electronically and email it back to us.

We apologize for the length of paperwork given to you but please read this entire document for important information. Electronically Sign and return via email to GoInflatables@wordstoworks.com. . Please be aware, your rental is not reserved till we received this signed document. After your rental is reserved, there is no cancellation for any reason (see the cancellation section).

Enclosed you will find: Safety Information, Rules of Operation, Cleaning Policy, Weather Policy, Power, Water, Trouble Shooting, Terms of Rental, Negligence or Abuse, Customer Pick-Up Directions, Delivery Policy, Release and Waiver of Liability and Indemnity Agreement, Signed Agreement, Rental Agreement and Credit Card Authorization We apologize for the length of the policy and forms that follow.

Pastor Nick Phoenix does not like sending forms or making people fill stuff out. However, our insurance and lawyers make us give this to you. In general this packet just details how to treat the rental and what to do if unexpected things happen. It will also let you know what you can expect from us and your responsibilities.

Be sure to read each page carefully before signing the form!

This agreement will detail safety precautions, some FAQ's, a release of liability, cleaning policy, rules of operation, and power and water policies. If you have any questions or concerns please email us at GoInflatables@wordstoworks.com or call us at (904) 425-5004 or (904) 742-1908.



Who is Go Inflatables?

Go Inflatables is a nonprofit company providing quality service while renting its "Games With a Purpose". Go Inflatables owner, Words to Works created this company in order to invest in the North Side community. Since it started, Go Inflatables has been providing jobs and revenue for the North Main Street community.

More than that, revenues from your rental is used to support an inner city ministry called Words to Works. Nick Phoenix, who is also the Pastor of the North Main Street Baptist Church, created this ministry to work with many urban areas throughout Jacksonville. It provides "FREE" children's day camps, block parties, and sports camps by mobilizing and training volunteers to meet the needs of our inner city youth. It also helps the less fortunate in the area by meeting the basic needs including electricity, food, water and job training.

Your rental also helps provide scholarships to our local community. The scholarship fund will provide opportunities for students with little hope of college funding to receive a higher education. Many of our brightest students lack the support or funds to continue their education and your rental will help them get to college.

Go Inflatables partners with local schools, churches, and businesses to serve the community. However, we would like to thank you, our most important Partner. We could not meet the needs of the people of Jacksonville without your help. Thank you for partnering with us and we pray that you will have a wonderful event. God Bless you and yours.

7137 N. Main Street Jacksonville, FL 32208

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Go Inflatables Safety Details

Go Inflatables' first priority is the safety of your children and participants while using our equipment. We want everyone to enjoy themselves safely. We believe that Go Inflatables are an incredible way to entertain your participants.

- Our bouncers are engineered and certified by registered professional engineers. They are crafted to meet and exceed all standards of the National Fire Protection Association and are lead free.
- Our bouncers are certified Flame Resistant/Flame Retardant/Non-Flammable by the National Fire Protection Association.
- Our games entrances are specially designed to avoid children falling out of the bouncer or any other inflatable or game.
- Our bouncers have soft cushions of air surrounded by safety netting, which provides easy access for adult supervision.
- All our bouncers and slide rentals have windows so that children are always visible inside the unit.
- The manufacturers reinforce bottom seams and stress points.
- Our products are manufactured using the best quality PVC Coated 18.
- Please visit our website to see the exact dimensions of your rental and ensure you have plenty of room to set it up (refer to rules of operation).

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Rules of Operation

Adult supervision is absolutely required. Never allow play without an adult present!

- Do not bounce on the step or near the doorway.
- Do not put water on bounce houses or dry slides. If you soak any inflatable other than a water slide you will be charged cleaning fees.
- Do not overcrowd the unit, please visit goinflatables.com to see maximum occupancy for your unit. Do not bounce closer than four feet from another person.
- Exit the unit in a sitting position.
- Keep toddlers, and all participants, from putting netting in their mouth.
- Never allow anyone to be on or in the unit while it is not fully inflated.
- Only Go Inflatables staffs are allowed to set up and take down your bouncers and slides unless you have agreed to the terms and conditions of a customer pick up.
- Take note of the size of the bouncer that you are renting. Please visit goinflatables.com to get your exact dimensions. You must allow 3 feet excess in all directions including height. There can be no lighting, branches, electrical wire, telephone wire, or any structure that would come within 3-5 feet of the inflatable. Most units are 16-18 feet tall.
- Do not use the inflatable on, near, or around clay. Clay will discolor the unit. There can be no clay in the area that may be tracked onto the inflatable.
- Divide children by ages and give each group their own time to bounce, jump, or slide in the unit.
- Provide water outside of the inflatable for thirsty participants to avoid dehydration.
- NO FOOD or DRINKS inside the inflatable.
- NO GUM or SILLY STRING in or on the inflatable.
- No PETS or animals inside the inflatable.
- Go Inflatables is not responsible for lost or broken articles during rental.
- No flips, wrestling, or roughhousing inside of the inflatable.

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Rules of Operation continued

- **NO SILLY STRING.** This eats through the lining of the units. Abuse of this rule will result in the renter being responsible for any damage to unit. Damages may vary but estimates are given in the section on Negligence and Abuse. If found you will be charged a fee.
- All riders must empty pockets, remove shoes, eyeglasses, jewelry, and any other hard or sharp objects that can cause injury. No foreign objects such as body boards or rafts of any kind should be used on the slides.
- No climbing or hanging on the nets or the outer wall of the unit.
- Do not hang on, pull or jump on netting or sides.
- Never put a hose or water on an inflatable that is not specifically made for water.
- Never use a foreign substance, other than water, to lubricate or clean a slide. No soaps or detergents. These materials are designed to handle water and specific cleaning solutions only. Other substances can harm the fabric of the unit and cause injury to participants or damage the unit.
- Keep participants away from the blower motors, generators, and any other electrical connection.
- Every effort has been made to ensure that the rental unit is safe and reliable for our customers. The safe operation of the inflatable unit and adherence to all rules is the sole responsibility of the lessee.

IMPORTANT

- **REMEMBER:** PARTICIPANT'S SAFETY DEPENDS UPON YOU! Your personal supervision is absolutely required. As the renter of the GO INFLATABLES unit, the safety of all the riders is your responsibility.
- **Participants should not engage in a game if they have any of the following:**

Current or previous injury to the back or neck

Chronic knee or other joint conditions

Any respiratory conditions, including but not limited to asthma or bronchitis.

Any heart related or circulatory conditions.

Pregnancy

The games do require a certain amount of physical exertion and you must judge for yourself your and ability to participate.

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WEATHER POLICY

Due to the nature of the weather here in Jacksonville, FL ; several procedures must be obeyed in relation to your rental.

- If winds equal or exceed 25 miles per hour evacuate the unit, unplug blowers and bring the blowers inside until it is safe to operate again. If blowers are left in the rain, you will be liable for the blowers if they are ruined or water gets in them.
- Units should not be operated in the rain. Similarly to the wind procedure, if it begins to rain evacuate the unit, unplug blowers and bring the blowers inside until it is safe to operate again. Cover the unit with a tarp until rain ceases.
- If there is a 70% or greater chance of rain according to First Coast News and The Weather Chanel, Go Inflatables will call the morning of the delivery to arrange a change of location or rescheduling your rental. **No refunds will be given.** We say it's going to rain everyday, just when and how much we don't know. Please note our cancellation policy:

CANCELLATION:

Once you have placed and purchased your order you cannot cancel. All sales are final but we will be more than happy to relocate or reschedule the day of the delivery, due to weather conditions only. There will be no refunds or rescheduling given for any other reason.

CLEANING POLICY

When our staff picks up your rental, it must be clean and in the same condition as when it was left in your care. Please clean the unit carefully before our arrival at the scheduled pickup time. **DO NOT USE BLEACH, HOUSEHOLD SOAPS, Etc...** Only use water for wet units and a damp cloth for dry units please make sure the unit is free of all dirt and debris. A minimum \$75.00 cleaning fee is charged if the unit is dirty or containing food and drink or other damaging substances. A cleaning charge will be guaranteed if silly string, food or cotton candy is found on the rental.

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POWER

Go Inflatables wants to make sure you have fun at your party, and help prevent last minute problems. Please check your power supply before the day of your party and ask your sales associate if you have any questions. You are responsible for providing the power to the site where you want our inflatable. Due to insurance requirements our drivers will not hook up your power or oversee any other persons doing so. Our drivers are not electricians, and will not be responsible for your outlets. Please note the following:

- Electrical power or gas powered generators are needed to run your inflatable games. If you use your own electricity you must meet the requirements. Go Inflatables does not know how much power your house is capable of supplying, you are responsible to make sure you have enough power.
- Each blower must be on a different and separate 20amp circuit. You must only plug in one blower and nothing else into that circuit. Our blowers require a 110-115 volt outlet, if you cannot meet these requirements you will need a generator. The blowers come with a 25 foot. You cannot use more than one (1) 100 foot extension as this will damage the unit, and we will hold you responsible.
- Each game is different in the number of blowers it needs and the amount of power it needs. To help you make sure you will be able to power your rentals, we will be listing their power needs on our website (www.goinflatables.com) or you can call your sales rep.
- To be completely sure you will have enough power, you may want to rent one of our gas powered generators. Each generator is capable of running two (2) blowers. Each generator will come with one tank of gas (approx. 3-4 hours), extra is at your cost.
- Our generators are less than three years old so we cannot be responsible for any failures that take place after they are running. If your generator dies, we would be happy to exchange it with another generator. However, you will have to pick up the new generator.
- If you are having an event at a place that you don't own or are not familiar with, like a local city park, we highly recommend renting a generator. Most of these sites usually do not have sufficient power.

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Water

- You are responsible for providing water from your home or water supply to the game itself. Each game has one hose with female end which will connect to your standard hose. For Giant slides you will need two hoses and splitter to connect to the game.
- You are responsible to make sure you have enough water hoses, water pressure, and correct ends on the hoses. You must bring the water to where you want your game setup.

Go Inflatables cannot know or be responsible for the water pressure or the distance from your water supply to the game.

Troubleshooting

Checklist to circumvent potential problems

- If the unit begins to deflate, immediately and calmly evacuate all users. Children can be hurt if they exit in a hurry, so your supervision is critical.
- After all participants have exited the game check to see if the blower motor has stopped. First, make sure the ON/OFF switch has not been turned off. If this is in order and the blower is still not functioning proceed to check the power cord connections.
- If all connections are secure, check the circuit breaker, switch it back to the ON position if required and refrain from using any other electrical appliances on the same circuit while the motor is in operation. Stronger circuits that can supply the minimum 15 amps a blower pulls are usually in the kitchen and laundry room. If your rental has more than one blower, you may have to plug each blower into a separate circuit. Many older homes have difficulty running more than one blower at a time. Try to separate the connections so that each blower is on a separate circuit. If problems persist, you will require a generator that can be rented from Go Inflatables.
- If the blower motor continues to run but the game is deflating, check for blockage of the air intake on the side of the motor. If blocked, turn off blower and remove whatever debris is restricting the flow of air. Also, check air tubes on the back of the inflatable to ensure that the straps are securely fastened to prevent the escape of air. Refasten the straps if necessary.

In case problems continue, call our office IMMEDIATELY

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TERMS OF RENTAL

The renter is in charge of the rental property and is fully responsible for the safe operation after receiving the units as well as the return of the units in working order. Go Inflatables employees are not liable for any injury or property lost. In case there is damage, do not try to repair or replace the unit. The renter is responsible for securing the unit and all components to prevent theft. In the event that the units or any of their components are stolen or destroyed, the renter agrees to be fully responsible for the replacement cost of the units and/or components.

The renter agrees that "items" in this contract refers to anything that belongs to Go Inflatables, Words to Works, or the North Main Street Baptist Church, but is in our possession by contractual agreement.

If the items are returned damaged or not clean, the renter agrees to pay for all the damages and/or cleaning charges.

If the renter inquires about or express a desire to keep the items longer than contractually agreed upon, then the renter agrees to have his/her credit card charged for extra rental charges or pay for the extra charges immediately with cash or money order.

The renter agrees to use the equipment responsibly in the manner it was intended and manufactured for. The renter agrees to follow the instructions for use that are outlined in this packet and on the items themselves.

The renter agrees not to loan or sublet the items without the express written consent of Go Inflatables.

The renter gives Go Inflatables full right, and acknowledge Go Inflatables' right, to take possession of the items at anytime or place and at any cost to the renter in the event of a breach of any of the terms of this contract or the "Safety Packet".

The renter agrees to pay any and all costs and fees that may have to be expended in order to collect the items, or to collect for damages and cleanings fees, or to collect for the theft of stolen property(including but not limited to court and legal fees).

The renter agrees to pay for the replacement of items that are damaged beyond repair. The renter also agrees to pay for lost revenue due to the item being damaged and unavailable to rent.

The renter agrees to pay the cost of repairs on damaged items whether the items are repaired by Go Inflatables staff or by a company of Go Inflatables choosing.

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The renter agrees to pay for the items and any other costs incurred in the rental with cash, money order, or credit card. The renter authorizes Go Inflatables to charge his/her credit card for the rental of the items and any other costs incurred.

The renter warrants and confirms that all the personal and payment information he/she has given and will give to Go Inflatables is correct.

NEGILGENCE OR ABUSE

It is understood that the rental customer will abide by these rules at all times. It is further understood by the rental customer that they will be fully responsible for all damages for improper usage of the inflatable and accompanying equipment.

Any damage will result in either the repair of the unit by a professional inflatable repair company and/or replacement. All costs relating to the repairs or full replacement of the inflatable will be the sole responsibility of the customer, including all applicable taxes and shipping.

The following fees are estimates that may be assessed for negligence or abuse of Inflatables:

- Bouncers and Moon Walks: \$75-\$500 for cleaning fees.
- Spilled food, drink, or the use of Silly String could result in a \$100-\$500 Cleaning and Repair Fee.
- Negligence and Damage to unit could result in a \$200-\$1000 Repair Fee.
- If unit is not repairable a fee of \$2000-\$12,000 could result.

In addition, if you discover that you have inadvertently damaged the game or created a tear that is causing the deflation of the game **DO NOT ATTEMPT TO REPAIR THE GAME. Call the office immediately.** If you attempt to repair a unit on your own, it will usually cost more to have the unit repaired professionally. We appreciate your assistance in this and hope these instructions can ensure a safe and enjoyable experience.



Setting Up Your Inflatable

1. Unroll moonwalk in the direction you wish it to face. Plan a spot in a concrete or grassy area away from electric meters, electric lines, pools, and dirt. Be sure you will have enough overhead clearance before inflating.
2. Tie off the extra blower vent(s) and attach the blower to the open vent and secure it. Make sure the air vent to the motor is not twisted
3. Attach your extension cord if needed to the blower and plug it into an acceptable outlet (refer to power section).
4. Some motors will immediately start up while others require a switch to be flipped (see underside, or side of motor).
5. It should take about fifteen 5-20 minutes to inflate, depending on the size of your inflatable..
6. Adjust location of unit if necessary, then stake the unit using the supplied stakes or tie the supplied sand bags to the unit to stabilize inflatable. Stakes should be hammered in at a 45 degree angle.
7. Enjoy!

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Taking Down Your Inflatable

1. Make sure the unit is empty of toys, clothes, etc. and double check for children. Never jump on a partially inflated unit!
2. Sweep out the unit and if needed wipe with a damp (not soaking wet) cloth. Do not wet any unit other than a waterslide. Return the unit in the condition you picked up or there will be cleaning charges.
3. Make sure the area around Moonwalk is clear before deflating.
4. Take stakes out of the ground and put them where they won't be forgotten or lost.
5. Turn the blower off and push the back of the unit so it falls forward (this allows air to escape faster). Remove the vent from the blower, and untie other vent.
6. When the unit is flat, fold the top back so that all the vinyl is on top of the bouncing surface (the bottom square).
7. Fold the steps back (if applicable), and fold the sides in toward the middle, about 2 feet. Then fold the game in half.
8. Begin to roll the game from the front towards the back as tightly as possible. Tuck in any extra material into the rolled game. Thread the strap through buckle and cinch tightly.

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Cancellation & Refund Policy

Go Inflatables does not offer refunds for cancellations for any reasons nor will we reschedule (rescheduling may apply for weather conditions). After the rental has been paid for, it is removed from our inventory and your rental cannot be cancelled. If you choose to cancel your event, no refund, either cash or credit, will be given.

If there is a 70% chance of rain according to firstcoastnews.com and the weather channel, Go Inflatables staff will contact you and offer you the option to reschedule your event. However, there will be no refund.

I have read and understand the cancellation policy. I agree that Go Inflatables is under no obligation to refund my monies paid or reschedule my rental date and/or time under any circumstances.



Delivery Policy

When you're busy planning your party and/or don't have the time or vehicle to pick up an inflatable, "GO INFLATABLES" is here.

We offer delivery as a convenience for you because we know it's one less thing for you to worry about. Our professional drivers will unload and place where you need it. We guarantee you 6 hours of fun between the hours of 10 am & 7pm. If you wish to have extra time please call your sales rep for additional fees. Here are some important facts to know about our delivery policy.

- We will call you on Thursday before your event to give you a 3 hour window of delivery.
- We will call you approx. 30 minutes before we expect to arrive.
- Someone must be there when we arrive, and must accept it at that time.
- You must have an acceptable area for our drivers to place and unroll inflatable.
- We reserve the right to not setup in unreasonable areas (examples include but not limited to: hills, around clay, near clotheslines, narrow or small areas).
- There must be room enough for our drivers to carry inflatable from vehicle to your prepared area. Unacceptable areas may include over hills and through tight spaces such as narrow fencing.
- Please have your electrical and/or water accessible to the site as stated in the safety packet.
- If you are holding your event at a public place (church, school, park) you must stay with your rentals at all times.

You agree to all of the rules and regulations stipulated for rental agreement for the entire duration that the rental is your responsibility. We only set up one time—moving or relocating will result in an extra cost. If you are in need of precise delivery times and pickup times, we may provide you these for extra cost. There is not cancellation or rescheduling except weather related only, please refer to cancellation policy.

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Customer Pick-Up Directions & Instructions

We know you want to have the best party, even when you're trying to save money. That's why we created the customer pick up, to benefit you. However, by picking up your inflatable you will have a few responsibilities. Policies and locations for your inflatable are as follows:

- Must bring two forms of ID, address much match with reservation address.
 - Must show credit card used on your rental agreement, must match ID.
 - If sending someone in your place they must bring required items and we must have their name on file. We will check ID at pickup and name must be on account.
 - You may pay your balance at pickup by cash only, credit cards will not be accepted at pickup.
 - Bring cash deposit for mega inflatables, if applicable (\$125-\$250).
 - You must bring an empty open bay truck or trailer, clear of sharp objects.
 - We reserve the right to refuse rental loaded in your vehicle.
 - Our warehouse staff "cannot" and "will not" help load an inflatable except in open bay truck.
 - Bring someone with you to help load it and unload it from your vehicle, allow extra time for drop off.
 - Your rental will be inspected upon drop when you return it.
 - Return it rolled and free of mud, dirt and debris (refer to taking down your inflatable section).
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- **Pickup:** The Go Inflatables Warehouse is on the corner of 61st and N. Main St on the north side of Jacksonville.
 - Saturday parties *must* be picked up between 10am & 6pm Friday
 - Sunday parties *must* be picked up between 8:30 & 10 am Saturday
 - **Drop off:** The parking lot at the North Main Street Baptist Church on the corner of 63rd and N. Main St. One block away from pickup location.
 - Saturday parties *must* drop off between 2 & 6 pm on Sunday
 - Sunday parties *must* drop off between 9am & 12 pm Monday

If you wish to change to a delivery, the cutoff is the Wednesday before at noon. However, we take a limited amount of deliveries. We do not guarantee that we will be able to switch you to delivery. If you do not return it to us and we have to pick it up you will be charged a fee. If you are late picking up or dropping off, a late fee will apply. Calling or leaving a message will not release you from fees. No one may take your call until 2pm on Sunday.

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Very Important Facts

- ❖ You must be on time at pickup and drop-off! No exceptions.
 - ❖ You must bring two forms of I.D & credit card upon picking up your inflatable.
 - ❖ You must bring help when picking up and dropping off your inflatable.
 - ❖ Cash only accepted payment form at time of pickup.
 - ❖ If renting mega inflatables, you must bring cash security deposit.
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Extra Fees

- Late drop off for up to two hours is a \$25.00 late fee
- Anything over one hour is ½ days rental price
- Next day late return is a full days rental price
- Late pick up is \$25.00
- Reroll is \$25.00 to \$100.00
- Cleaning fees are stated in the Safety Packet

Fees to pick up:

- Bounce House is \$75.00 to \$125.00 + a full day rental at going rate
- Waterslide is \$125.00 to \$200.00 + a full day rental at going rate
- Giant Waterslides is \$200.00 to \$300.00+ a full day rental at going rate

Remember your inflatable must be cleaned and rolled respectfully upon dropping off. If you return it dirty you will be charged. See Safety Packet for specific cleaning instructions. If you don't return it and we pick it up you will be charged delivery fees plus extra day rental.

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Thank You!

Thank you for allowing Go Inflatables to help you with your event needs. We strive for excellence in making sure you have a great, fun and safe event. Remember that we are faith based and every time you rent from us you help others.

Here are some ways you can help us help others:

How can I help you!

1. **Tell us** how we did! Please fill out our survey and send it back or go online to goinflatables.com. We aim for the highest customer satisfaction at Go Inflatables so please take the time to complete it. After we receive it, we will thank you with either a \$10 coupon off next concession or free T-shirt!
2. **Tell others** how we helped make your event wonderful! Spread the word to your family, friends, church, schools and everyone you know. We want to make everyone's event a success. Don't forget they can register to win a party package of their own at goinflatables.com.
3. **Like Us** on Facebook [GoInflatables](#) / [Words to Works](#)/ Pastor Nick Phoenix. All located here in Jacksonville, FL. This will help get the word out about what GoInflatables can provide to others and about how this faith based company helps the community and those who need it.

When you rent from us you - you help us help others

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