

Frequently Asked Questions

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Is JumpMaxx licensed and insured?

Yes. We have all required licenses and insurance to operate. We are fully insured and have local city park permits.

Power source & Water source:

- All of the items require a power source. The standard household outlet (110) will be fine.*
- JumpMaxx supplies an 100 foot extension cord please keep that in mind when thinking of the placement of the inflatable item.*
- If you are having the party at a park please check on the power source. A generator can rented for an additional charge.*
- be sure to test your outdoor outlets, if you don't use them often, you may not be aware they don't work until time for setup.*
- Please let us know before delivery if a generator will be needed.*
- Water slides will need to be able to connect your garden hose.*

Do you set up in parks?

Yes. We have all city park permits. You may have to use a generator, which we can provide for an extra fee, as not all park locations have electricity.

Will you provide an attendant to monitor the bounce house?

We can provide an attendant at a rate of \$12 per hour to monitor the safety of the children.

Do you require a deposit?

No we do not require a Deposit at this time.

When do you pay?

We will collect payment on the day of your event. We accept cash, checks (made payable to "JumpMaxx" please), Visa and MasterCard, are also accepted in advance.

There will be a \$35 fee added to each returned check or credit card disputes.

Can I pick the inflatable bouncer or slide up at your location, and set it up myself?

For safety reasons, all of JumpMaxx inflatables must be set up and taken down, by a representative of JumpMaxx. Due to the sheer size of our bouncers (some are 300 plus pounds), no customer pick ups are permitted. Besides, it's best to leave the work to us.

Are your inflatables clean?

Yes. All units are thoroughly cleaned and sanitized between each use. We are committed to making sure that your children have a clean, sanitized, 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.

Who sets up the bounce house?

We will provide the delivery and setup of the bounce house at no additional charge.

How long does it take to set up the bounce house?

This depends on the size of the unit itself but in general it usually takes 10 - 15 Minutes.

Rain Policy:

-Our Castles do have a roof on them. We will call you on the morning of your party to confirm your reservation in which at that time you have the option of canceling your order. If you decide to proceed with your order in such weather conditions, once the unit is delivered, there will be no refunds should the weather conditions consist of heavy rains or high winds.

When can I use a Jumping Castle?

Our units are perfect for any event that children will attend. Most children love to jump and/or slide and will not be able to get enough of the Jumping Castle. It will provide hours of fun for any event.

What areas do you serve?

JumpMaxx serves the Tucson Metro Area at no extra cost to you. We do deliver outside the Tucson Metro area for an additional Trip Charge. Just call and ask us.

Rental Agreements/Receipts.

Each customer is asked to sign a rental agreement/safety instructions including release of liability at the time the Inflatable unit is set up.

How far in advance should I make my reservations?

Please make your reservations as soon as possible. Jumping Castles are very popular and sometimes we are booked up weeks and even months in advance.

What are my responsibilities as the renter of the bounce house?

A responsible adult must be assigned to supervise the children while the unit is in use. The adult must know all the safety rules and also be the enforcer of these rules. The renter is responsible for the safety of the children and the care of the equipment.