

Frequently asked Moon Walk/Bouncer Rental Questions

Q: Can we cancel if it looks like it is going to rain the day of our event?

A: If you cancel due to rain, you will get a full refund. Be careful to read the entire forecast. Most radio personnel do not say what time of day the rain will come or for how long. Most of the time, it will not rain during the hours of your party. Call the day before and let us know that you are considering canceling your rental. If the forecast is for rain all day, we will cancel the rental for you.

Q: What do we do if it rains while the Moon Bounce is up?

A: If it rains, leave the jump up, Once the rain slows down or stops, wipe down the inside of the Moon Bounce & let the kids back in. The kids do not care if it has rained - they just want to jump. Note: The vinyl gets very slippery when wet, so make sure it is dry.

Q: What is important to ask when renting a moon bounce?

A: How old is the moon bounce? - The newer units have better safety features, fire retardant vinyl & re-enforced stitching. (If you rent a cheap moon bounce and it falls apart during your rental, you may be responsible for the expensive repairs.)

A: What type of solution is used to clean the moon bounce? - What you want to hear is that they use an antibacterial disinfectant. If they do not know, they are not using one.

Q: What if it gets really windy outside?

A: The moon bounces must be shut off if winds exceed 15 mph. No exceptions.

Q: Is it alright to tip the delivery person?

A: Absolutely! These guys work hard spending their weekends setting up and taking down the equipment. If the delivery person does a good job, let him know. Tips range from \$10-\$50 depending on equipment and difficulty of setup.

Q: How much should I pay for a Moon Bounce?

A: It depends. You get what you pay for - Cheap moon bounces cost less and therefore are rented for less. The higher quality jumps with the latest safety features and better bounce cost more and therefore cost more to rent. If you want the convenience of having someone deliver, setup, give instruction, and remove the moon bounce, you will pay more. If you don't mind giving up your time, there are rental agencies where you can pick up a moon bounce in your vehicle, set it up, take it down, fold it up, and drive it back - you will save around \$25-\$75.

Q: Why do I have to rent for the day rather than the 4 hours I think I will need it for?

A: Some party rental stores require you to rent for a full day. We have 4-hour rentals and full day rentals. We found that almost all customers needed a choice. The party started later or guests showed up late and/or they did not get to use the jump as much as they would have liked. It is very rare that we can come to pick up a jump after 4-hours or a full day and it is not being used to the last minute. Renting a moon bounce should be the least of your worries during the day of your event. Having it show up late for set up or taken down while your guests are there can be stressful and inconvenient. So the choice is yours - Rent for 4-hours or all day.

Q: Do I need an attendant?

A: There must ALWAYS be someone supervising the moon bounce. The most important duties of an attendant are limiting the number of kids in the moon bounce at one time and making sure the kids are all of similar size.

Q: What are the rules when using a Moon Bounce?

A: No food or drink, no shoes, no sharp objects, no visible metal zippers, no medical conditions including pregnancy, no wrestling/roughhousing, no hanging on the netting, no flips, no Silly String or Sand.

Q: Can you set the Moon Bounce up on cement?

A: Yes, the Moon Bounce will be secured with sand bags rather than stakes. However it is HIGHLY recommended that the Moon Bounce be set up on grass whenever possible. It is possible that someone could slip getting into or out of the moon bounce and hit the ground. The cement is unforgiving when this happens. There is an additional fee for hard surface setups.

Q: Can you set the Moon Bounce up anywhere in my yard?

A: The Moon Bounce needs to be within 75-100 feet of an outlet. Longer cords may be used, but the blower will lose power, as the extension cord gets longer.

A: The ground should be as level as possible. Nothing more than an 8-inch difference in height from one end to the other. If there is more than that, the kids will end up bouncing down hill and bump into each other.

Q: Are there other party items that will go along with the Moon Bounce?

A: Yes, CSR of Texarkana has many Party Machines such as: SnoCone, Popcorn, Cotton Candy Frushee (Icee, Slushie), Nacho, Hot Dog, Coffee Urns and Helium tanks and balloons. We also have other party games such as: Balloon Splash, Froggy the Fly Catcher, Golf Challenge, Pit Stop, Monster Basketball (8', 6' & 4' versions), Monster Soccer Goals & Balls, Croquet, Horseshoes, etc.

Q: Do you have Tents, tables & chairs?

A: Yes, CSR of Texarkana has 20'x20' tents to keep you under the shade. We also have folding tables and chairs. Our current tent special is: 20'20' tent plus 4-8' tables and 32 - folding chairs all for \$150.00 (you pick up and set up). Or CSR will deliver and set up for \$75 for 1/2 day or all day events.

Q: Is there a delivery fee for delivering Moon Bounces and other party games and tents?

A: Yes, CSR of Texarkana will deliver, set-up and pick-up inside Texarkana City limits for \$25 during regular store hours. After hours is additional \$25 and Sundays is additional \$50. Any holiday the charge is \$75.00.

Outside Texarkana city limits delivery is as follows:

0-20 miles from Texarkana delivery is \$40 during regular office hours
21-40 miles from Texarkana delivery is \$75 during regular office hours
41-60 miles from Texarkana delivery is \$100 during regular office hours
61-80 miles from Texarkana delivery is \$140 during regular office hours
After hours is additional \$25 and Sundays is additional \$50.

Any holiday the charge is \$75.00

Regular office hours: 7AM-5:30 PM M-F & 7AM-12:30 PM SAT