

DownCountry Party Rentals & Inflatables, LLC

Reservations/Cancellations

Please make reservations at least 1-2 weeks in advance of your party/event. We cannot guarantee that we will have the rental equipment of your choice when making a reservation. **Last minute reservations (1-4 days prior to party/event) will result in an additional \$50.00 fee.**

For reservations please call (808) 429-2101 you can leave a voicemail or text message or visit us on our website at www.DownCountryNS.com or just simply Email us at downcountrypartyrentals@hotmail.com.

- All reservations will require a \$50.00 deposit (or \$100.00 if your order is \$500.00 or more) to guarantee and secure the rental equipment that you desire.

For cancellations please call (808) 429-2101 you can leave a voicemail or text message. **DO NOT** send a message through Email or on our website, as we might not get the message and issues can arise in proving your cancellation time.

- You are required to notify **DownCountry Party Rentals & Inflatables, LLC** 48 hours in advance of any cancellations to your party/event. Failure in doing so will result in the loss of your \$50.00 (or \$100.00) deposit.

Security Deposit

There will be a security deposit of \$50.00. This security deposit will be used towards the total cost of any damaged inflatable bouncer(s) and/or equipment(s) incurred by The Customer that either needs repairing or total replacement. For example, if the total cost to replace or repair a bouncer is \$100.00, then The Customer will have to pay an additional \$50.00 to complete the total cost for damages. If we find no damage to any/all rented equipment, the security deposit will be returned to The Customer.

Dishonored Check Fee

There will be a \$25.00 fee for all dishonored checks.

Cleanup Fee

A cleanup fee of \$50.00 per inflatable bouncer/water-slide unit and/or equipment will result if we find the inflatable bouncer/water-slide unit(s) and/or equipment(s) needing extra cleaning from:

- Mud
- Dirt
- Sand
- Water in a DRY bouncer/combo
- Candy
- Food
- Drinks
- Confetti
- Silly string will result in an additional \$100.00 per unit and/or equipment. As it can remove the protective coating and cause permanent discoloration on the inflatables.**

Delivery/Pickup Fee

A delivery and pickup fee will apply. The amount charged will depend upon the location of your party/event. **Delivery begins at 8:00a.m. and last pickup ends at 8:00p.m.**

Delivery/Pickup Prices:

- Waialua, Haleiwa: \$ 5.00
- Waimea, Sunset, Kahuku, Wahiawa, and Mililani: \$ 20.00
- Pearl City, Waikale, Waipahu, Ewa, and Kapolei: \$ 30.00
- Waianae side, Kaneohe side, and Town side: \$ 70.00

****Any other locations please call for a quote!**

Late Pickup Fee

For any pickups after 8:00p.m., we will charge a late pickup fee of \$50.00. **There will be no pickups after 10:00p.m.**

Setup/Breakdown Fee

A setup and breakdown fee will apply. **Setup begins at 8:00a.m. and last breakdown ends at 8:00p.m.**

Setup/Breakdown Prices:

- 10x20 Tent: \$40.00
- 20x20 Tent: \$50.00
- 20x30 Tent: \$65.00
- 20x40 Tent: \$80.00
- Per Bouncer: \$40.00

Late Breakdown Fee

For any breakdowns after 8:00p.m. we will charge a late breakdown fee of \$50.00. **There will be no pickups after 10:00p.m.**

Overnight Fee

There will be a \$50.00 overnight fee for each night the rental equipment is held by the customer.

Weather Policy

DownCountry Party Rentals & Inflatables, LLC, reserves the right to cancel any and/or all scheduled parties/events if there are severe weather conditions on the day of your scheduled party/event. Severe weather conditions include high winds above 25 mph, thunder storms, excessive rain, and power outages.

If your party/event is cancelled due to severe weather conditions, **DownCountry Party Rentals & Inflatables, LLC** will refund any and all monies paid including your deposit, in the form of cash or check within 2 weeks of cancellation.

Permit Information

Please note that a permit is required if you plan to host your party/event at a City & County or State beach or park. Information is provided below on how to obtain a permit.

City & County of Honolulu Department of Parks and Recreation

All applications for a permit need to be completed and submitted to C&C of Honolulu Department of Parks and Recreation **NO LATER THAN** three weeks prior to the date you wish to use the facility. Your application needs to be approved by the park director and a copy submitted to **DownCountry Party Rentals & Inflatables, LLC** to further use their services.

For more information on obtaining a permit, please visit <http://www1.honolulu.gov/parks/parkuse.htm> or call:

Phone: (808) 768-3440

Fax: (808) 768-3444

Email: parks@honolulu.gov

Office hours are 7:45 a.m. to 4:00 p.m. weekdays. The office is closed on weekends and holidays.

Hawaii State Parks

Oahu Main Office:

Phone: (808) 587-0300

Fax: (808) 587-0311

Website: <http://www.hawaiistateparks.org/contact.cfm>

Office hours are 8:00 a.m. to 3:15 p.m. Monday-Friday. The office is closed on weekends, furloughs, and State holidays.