



BU EVENTS AND RENTALS

Bounce House Rental Cancellation and Refund Policy

Effective Date: January 1, 2026

RESERVATIONS AND DEPOSITS

A non-refundable reservation deposit of **\$100.00** is required to secure a booking date and equipment. No equipment or date will be reserved until the deposit is received.

The remaining balance is due on or before the event date, as specified in the rental agreement.

CUSTOMER CANCELLATIONS

More than 14 days before the event: Refund of all amounts paid, less the non-refundable reservation deposit.

7 to 14 days before the event: Refund of 50% of all amounts paid, less the non-refundable reservation deposit.

Less than 7 days before the event: No refund will be issued.

Same-day cancellations or cancellations after delivery: No refund will be issued.

WEATHER POLICY

Customer safety is our highest priority.

Bounce houses and inflatable equipment cannot be operated during unsafe weather conditions including heavy rain, thunderstorms, lightning, high winds, and extreme weather conditions.

If the Company determines weather conditions are unsafe: (a) the rental may be rescheduled within 12 months; or (b) a credit equal to the amount paid may be issued for future use within 12 months.

COMPANY CANCELLATIONS

If the Company cancels due to equipment failure, staffing issues, safety concerns, or other circumstances within the Company's control, the customer will receive either a full refund or a full

credit toward a future rental.

RESCHEDULING

One rescheduling request may be made without charge if requested at least 7 days before the event date. Additional requests may be subject to an administrative fee. All rescheduled events must occur within 12 months of the original booking date.

NO-SHOWS AND SITE ACCESS ISSUES

No refund will be issued if the customer is not present at delivery time, the setup area is unsafe or inaccessible, required permissions are not obtained, electrical power is unavailable, or the customer refuses setup after arrival.

ACKNOWLEDGEMENT

By paying a deposit or signing a rental agreement, the customer acknowledges that they have read, understood, and agreed to this Cancellation and Refund Policy.

CONSUMER RIGHTS

Nothing in this policy is intended to limit or waive any rights or remedies available to consumers under applicable Manitoba law.

Customer Name: _____

Customer Signature: _____

Date: _____