

Booking Policy

By booking with Gone to the Moon Inflatables, you agree to the following terms and conditions:

1 Waiver & Liability Release

Participation in inflatable attractions involves inherent risks, including falls, collisions, or other injuries. By booking, you assume all risks for yourself, your children, and your guests. You release Gone to the Moon Inflatables and its employees from any liability for injuries, damages, or losses resulting from use of the rented equipment. All posted safety rules and instructions must be followed.

2 Reservations & Payments

All rentals must be booked in advance through our website. Full or partial payment may be required to secure your date. Prices include rental, delivery, setup, and takedown unless otherwise stated.

3 Cancellation & No-Show Policy

Cancellations made 48 hours or more in advance receive a full refund. Cancellations made less than 48 hours before the event are subject to a 50% cancellation fee. Same-day cancellations or no-shows are charged 75% of the rental fee. Refunds, if applicable, are processed within 5 business days.

4 Delivery & Setup

Delivery and setup are included within a 15-mile radius; additional fees apply for farther distances. Delivery times are approximate; please allow ± 15 minutes. Customers must provide a safe, flat, and obstacle-free location, free of overhead hazards.

5 Equipment Use & Safety Rules

Adult supervision is required at all times. Only children under 12 (unless otherwise specified) should use the equipment. Shoes, sharp objects, and food/drink are **prohibited** inside inflatables. Damage due to misuse or negligence may result in additional fees.

6 Refund Policy

Refunds follow the Cancellation Policy. Partial day usage, late arrivals, or equipment damage are not refundable. All refunds are returned via the original payment method.

By checking the box on the booking form, you acknowledge that you have read, understand, and agree to this Waiver & Booking Policy, and accept full responsibility for yourself, your guests, and the use of rented equipment.