



Astro Jump Contactless Curbside Pick-up

*In response to new social distancing guidelines, we are now offering curbside pickups! Clients are able to pick up a "Classic" sized bounce house at our warehouse in their own vehicle, bring the equipment to their space, set it up for use and then bring it back to the warehouse once the rental is finished. All at a subsidized rate! *

1 Order Online

Once our website <https://astrojump.ca/> go to the bounce house category <https://astrojump.ca/rentals/bounce-houses/> , go to the specific product page of the "Classic" bounce house you are interested in by clicking "More Details". Send us request via the "Request This Unit" button. An Astro Jump representative will be in touch shortly with availability and details.

*For curbside pick-up, we will require the measurements of your space along with pictures to ensure the equipment will fit. These can be sent to info@astrojump.ca
Our "Classic Bounce Houses" require (17 ft L x17 ft W x 17ft H) grass space free of any obstruction (ie. tree canopy, bushes, branches, fences, sheds, decks, rock features, etc.) The gate and entry way should be at least 36" wide in order to transport the unit into the space.

*Vehicles that can transport equipment are: trucks, trailers, vans or SUVs with the back seat removed/folded.

*We will require a picture copy of the person's license who will be picking up the equipment

2 Sign the Contract

Once your request and pictures have been received, an Astro Jump representative will send a rental contract to your email to be signed through the digital signing system, Sertifi. Once you sign the contract, a copy of the contract will be automatically emailed to your inbox. You do NOT have to sign up/log in to Sertifi.

3 Payment

A 25% Deposit is required to secure bookings and is fully refundable if cancellation is made 14 calendar days prior to the event or in the event of inclement weather (Astro Jump reserves the right to decline pick up rentals based on our weather policy). The remaining payment will be required prior to or at pick up at our warehouse.

Both payments can be made by credit card, or email transfer to info@astrojump.ca. Credit card payments may be made at the following link <https://astrojump.ca/payment/>. Cash will be accepted on site as well.

4 Equipment Pick-up

Weekend rentals can be picked up between 11:30am-1:30pm on Friday. Rentals during the week will be set up by appointment.

Our warehouse is located at [Bay 2, 4216 64th Ave SE](#) . An Astro Jump staff member will load all the necessary equipment into your vehicle, including the Bounce House, blower, extension cord, dolly for transporting, and a mallet and spikes for anchoring.

5 Equipment Set-up and Roll-up Video Tutorials



Once the equipment is set up and anchored down in your space, pictures of the set up must be sent to info@astrojump.ca. This is required by our insurance providers. When we have the pictures, you'll be good to go – let the fun begin!



6 Equipment Drop-off

Weekend rentals can be dropped off between 11:30am-1:30pm on Monday. Astro Jumpers will unload the equipment from your vehicle and check all the equipment. Please ensure all equipment is returned. Invoices will be issued for any unreturned or unreasonably damaged items. We'll wave good-bye and hope to see you next weekend!