

MERRY MAKERS EVENT TIPS FOR EXCELLENT EXPERIENCES

PRE-EVENT

- Reservation:** **Equipment and Services ordered are not reserved until we receive a signed Event Agreement.** Please fax, mail or deliver signed Event Agreement as soon as possible. Read the Payment Terms listed on the Event Agreement for detail on deposits and payment requirements. Any balance is due prior to setup of equipment or performance of service unless specific arrangements have been made.
- Directions:** If you are in a new development or hard to find, please send directions or a map of how to get to your location from the nearest highway. If at a park, give specifics on how to find you (shelter #, area. . .).

EVENT DAY

- Confirmation Call:** (For Equipment) Expect a call from our delivery crew on the day of the event. They will inform you of the approximate time they will arrive. There must be an adult onsite willing to sign our Release of Liability form when our crew arrives to avoid additional costs or delays to your event.
 - Confirmation Call:** (For Performer Services) Private parties may expect a call from their performer a day before or the day of the event to go over details. They will discuss the specifics of their program and needs they may have to make sure all goes well. Businesses and organizations are generally confirmed via the office.
- Site:** (For Equipment) There must be a clear access route (minimums of Jumparoos – 3' wide, larger items – 4' wide) from our vehicle to your site. Stairs, steep banks or narrow pathways can cause delays or possibly prevent equipment setup. The site needs to be flat and level. The space requirements are listed on the Invoice for each equipment item, including height. Automatic sprinklers must be turned off. If equipment is wet from sprinklers there will be an additional drying charge.
 - Site:** (For Performer Services) It varies by performer and may be addressed during the confirmation call. For children's birthday parties at a house, a living room that has the coffee table removed is generally sufficient. To get the most value, remove distractions such as toys and chatty people from the performance area and turn off the television. Please have a place reserved for the performer to park if requested.
- Ground Surface:** The site area must be clear of protruding rocks, branches, debris, pet droppings and any objects which may interfere with the use of, or cause damage to, MMI equipment. The surface selection may not be changed once our crew leaves the warehouse as specific anchors are used for each surface type (switching from grass to concrete, for example). A switch may prevent the items from being used. Placement of equipment on dirt, on grass clippings from recently mown lawns or other similarly dirty surface will incur a cleaning fee – minimum \$50.
- Electrical:** Inflatable rides require a dedicated standard 110v outlet within 70 feet of the inflation fan. **NO EXTENSION CORDS ARE ALLOWED WITH INFLATABLE RIDES.** Concessions, however, may use an extension cord of at least 14 gauge wire. Check your power availability, especially at parks, before your event date. If adequate power is not available contact our office prior to your event date for the availability of renting our generators. Merry Makers is not responsible for events lacking sufficient electricity. The quantity of outlets needed is listed on the Invoice under the item.
- Operation of Equipment:** Our crew will give you instructions on how to safely operate the equipment and emergency procedures. Customer must supply the appropriate number of attendants, over 18 years old, as listed on their Event Notes sheet. Follow rules listed on the front of each ride and written on the back of the Liability Release form. Remember to play safe while playing at your own risk. For Water Fun items – customer must supply hose & water.
- WEATHER:** (For Equipment) In case of high winds, remove riders and deflate equipment. Jumparoos, if available and appropriate for participants, may be substituted for larger inflated rides like Obstacle Courses, Interactive and Slides if there is inclement weather. We recommend you have a foul-weather plan just in case.
 - Weather:** (For Performer Services) Face painters and other artists working multiple hours need protection from the sun as well as the rain.

POST-EVENT

- Our crew will return after the event, during the pick up window, to take down the equipment. Please keep items inflated unless there is a safety concern.
- Please return our performance survey with any notes or go to merrymakers.net/contact to give us feedback.
- If you are curious about tipping our performers or crew, it is *"always optional and always appreciated"*.

*****For equipment emergencies, call the delivery crew phone number that is on the Release of Liability form. You may also call the office at 253-572-0172 or 1-800-585-1500.*****