**Terms & Conditions of Hire.**

**General**.

1) The Soft Play & Ball Pit units are suitable for children & infants aged 5 years & under. No one over the age of 5 should use the equipment.

2) The equipment will be supervised at all times by a responsible Adult over the age of eighteen.

3) That no intoxicated person or any person under the influence of prescribed and or non-prescribed drugs and or any other intoxicating substance will use the equipment or supervise the equipment at any time.

4) That all participants do not become reckless or boisterous this includes stamping, pushing or fighting.

5) Adults should not sit on the walls of the ball pool as this could cause the walls to collapse and puts undue strain on the joints.

**6) Any injured person will receive professional medical assistance within 2 hours of the event causing the injury and the records of the medical treatment obtained will be made available for our inspection.**

7) All persons using the equipment must remove their footwear prior to use.  **Socks must be worn at all times.**

8) All badges, jewellery (large earrings, necklaces etc) must be removed before use.

9) No food or drink is to be consumed on the equipment due to safety and mess.

10) Any equipment being operated on licensed premises must be located in a glass free area.

11) The equipment will be secured to the ground at all times.

12) All Safety mats must be left in place at all times.

13) Ensure that the equipment is not over crowded, and limit the numbers depending on age and size of the children using it (guidelines can be found on the side of the castles)

14) Somersaults or gymnastics of any kind are not allowed and are dangerous, children or adults MUST NOT SIT OR CLIMB ON ANY OF THE CASTLE WALLS.

15) Avoid large children and small children using the equipment at the same time.

**16) The hirer is responsible for any soft play equipment that is lost, stolen or damaged and will be required to replace any lost, stolen or damaged items.**

17) No smoking or BBQ’s near the equipment

**Set up & Collection Requirements.**

 1) The person who made the booking must be available to sign for delivery & collection of the equipment.  **Terms and conditions of hire & a safety handout will also be signed for upon delivery. We have the right to cancel any outdoor hire that we deem to be unsafe e.g. excess rainfall or wind speed and wind gust speeds over 24mph.**

2) If no one from the party is present to sign on delivery then we are unable to leave the equipment at the venue and a full or part cancellation fee will apply.

3) We will require 60 mins before the party for setting up and 60 mins after to collect and will require clear access for this unless otherwise agreed with us.

**Operating Hours & Out of Hour Charges.**

1) We deliver between the hours of Monday - Friday 9am - 10pm & Saturday & Sunday 8am - 10pm.  Please note if being hired in licensed premises then the equipment will be collected by 10pm at the latest.

2) The times of hire must be clearly stated when making the booking via our website or by any other means e.g. Facebook, email or by Phone.

**Loss & Damage.**

**1) All equipment is to be returned in a clean, unsoiled condition & all parts intact & counted for.**

**2) The person who books the party will be responsible for any losses or damage caused to the equipment during the hire.  If damage occurs during the hire the named booker is responsible and must cover any costs to repair, clean or replace the equipment.**

**Payments.**

1) Payment can be made either via PayPal, cash, card, online bank transfer or cheque (cheque payments must be cleared 7 days prior to your booking date).

2) Cash payments must be paid to us in full upon our arrival and before setting up the equipment at the venue.

**Cancellation.**

1. Only the person who made the booking is able to cancel the booking and the deposit will be non-refundable. If cancelled in 14 days the deposit is returned.
2. If we cancel due to high winds (over 24mph or gusts over 24mph) then we will offer an alternative date or a refund of your deposit.
3. We have the right to cancel any outdoor hire if we deem it unsafe due to high wind speed or excess rainfall, we use 2 weather apps to check constantly and they are AccuWeather and BBC Weather which you can check at any time should you wish.