

# TERMS & CONDITIONS

During peak season the delivery route is worked out the day before your booking and we try our utmost best to accommodate the times of your party/event, we are not liable should we not be able to attend due to you changing the event or changing times or other events beyond our control (Covid, traffic, breakdown, and staffing) we may request that you allow us to set up the evening before in peak season, we will not be held to ransom if your delivery time is inconvenient, we cannot be everywhere at the same time!

Please remember you book the inflatable NOT the weather this is beyond our control.

All bookings now require a non refundable booking fee of 50 % of the total to be paid upon confirming your booking by bank payment to reserve equipment this will be deducted from your final payment (if not paid within this time we will release the equipment and timings again to make the equipment available to all)

The booking fee once paid will be subtracted from your final balance. There may be occasions where we have to cancel your booking due to you moving venue, bad weather e.g high winds/gusts predicted 24mph or over or heavy rain, or health & safety risks on site, if this is the case then your deposit will be refunded or can also be transferred to another date and time within 12 months of the booking date if required.

Please be aware the booking fee is non refundable but can be transferred to another date and time within 12 months of the booking date as long as at least 7 days notice before the original booking is given by email.

Please note it is the hirers responsibility to check and ensure that they have the minimum space required as stated per item for safe installation of the equipment. If on arrival of ourselves there is insufficient space (as stated per item on description as minimum space required) then the hirer will be charged at 100% of the hire price of the equipment and delivery charges if applicable.

It is the hirers responsibility to ensure the area the inflatable is set up on its suitable, the area must be as flat as possible and away from public doorways and right of ways, we DONT NOT allow power cables to cross over roads or track ways, if in any doubt please ask about a site visit which we can arrange for a small cost.

A Cancellation fee of 25% of the final balance will be charge for large order's over the value of £250 unless 28 days notice are given

A cancellation fee of 25% of the final balance will be chargeable for all cancellations within 7 days notice up to 24 hours before hire date.

A cancellation fee of 50% of the final balance will be chargeable for all other cancellations without a minimum of 24 hours notice from hire date.

All cancellations on the day or during delivery will be charged at 100% of the final balance. (If cancelled by us due to bad weather no fee is payable).

It is the responsibility of the customer to ensure they have adequate insurance to cover all aspects of the hire, unless Bouncinbuddies are supervising the inflatable it's the sole responsibility of the customer to make sure all safety procedures are followed. If Bouncinbuddies are not supervising the inflatable the hire is deemed a standard\* garden hire\* hence any risk assessments, insurance, power availability etc etc are fully down to the customer, Bouncinbuddies are not liable and will not provide any information.

**It is the responsibility of the hirer to ensure that all possible steps are taken to avoid injury to users or damage to the equipment (which includes all items supplied by Bouncinbuddies. PLEASE READ the following safety instructions and ensure that they are followed:**

- 1) A responsible person over 18 years of age must supervise each inflatable at all times.
  - 2) Any soft play and/or other equipment hired must also be supervised by a responsible adult.
  - 3) Do not allow adults on children's castles as it damages the inflatable, unless it's a adult grade
  - 4) The inflatable/s must be secured to the ground at all times.
  - 5) No food or drinks are to be consumed on the inflatable (to avoid choking and mess).
  - 6) All shoes, badges and jewellery (e.g. large earrings, necklaces, etc.) must be removed to avoid damage to the equipment and injury to other users. It is recommended that spectacles and plastic alic bands are also removed. Adults must remove high-heeled shoes before stepping on mats.
  - 7) Ensure that the equipment is not overcrowded and limit the numbers depending on the age and size of children using it according to the recommendations printed on the equipment (on or near the front step of most inflatables).
  - 8) Do not allow children to take any hard or sharp objects onto the equipment, or anything large enough to block exits/entrances.
  - 9) Do not allow children to take balloons onto the equipment (burst balloons and strings can be a choking hazard).
  - 10) No party-poppers, henna, face paint, coloured streamers or "silly string" can be used near or on the equipment, as they can permanently stain.
  - 11) No water or liquids to be sprayed on the inflatable
  - 12) We will not setup in the event of rain or high windspeeds including gust over 24mph. We have the right to come and take down any inflatable during the party/event if we believe it's unsafe.
  - 13) No smoking, barbecues, glass or animals on or near the equipment.
  - 14) Reckless or boisterous behaviour must not be allowed.
  - 15) Avoid large children and small children from using the equipment at the same time.
  - 16) Climbing, hanging, or sitting on the walls is dangerous and must not be allowed.
  - 17) Children must use slides one at a time and must not climb on the sides of the slide.
  - 18) Slides should be used in a sitting position, feet first - do not allow jumping from the top of the slide.
  - 19) Safety mats must be positioned at the bottom of the slide.
  - 20) Ensure that mats supplied with the equipment remain where they were positioned during installation.
  - 21) Do not allow anyone to bounce on the step/front apron of the inflatable/s. The step is there to help users get on and off.
  - 22) No-one with a history of back or neck problems should be allowed on the inflatable/s.
  - 23) Do not allow users on the inflatable/s during inflation or deflation.
  - 24) If the inflatable/s are not being used for any part of the day, please switch the blower/s off at the mains. IMPORTANT: If more than one blower is being run from a single extension lead you must unplug all but one blower before switching back on, plug the remaining blowers in one at a time only when each inflatable or part is fully inflated.
  - 25) In the event of heavy rain please remove children from the inflatable/s and place a table or similar object over the blower/s to prevent water from being blown inside the inflatable/s. Do not switch the blower/s off. Once the rain has stopped, please ensure that the entrance and exit to the inflatable/s are dried with a towel before children are allowed back on as they become slippery when wet.
  - 26) Ensure that the vent on the side of the blower is kept clear at all times.
  - 27) Should a blower overheat or lose power, immediately remove children from the inflatable and switch the blower off at the mains. It should restart when switched back on again 1 or 2 minutes later. If it does not please inform us on the telephone number below.
  - 28) Bouncinbuddies must be advised as soon as possible in the event of any injury requiring professional medical treatment. Treatment must be sought within 2 hours of the injury occurring and a detailed record of the incident and treatment must be provided to Bouncinbuddies
  - 29) On Adult equipment, adults and children cannot use the equipment at the same time. Anyone under the influence of alcohol or drugs (prescription or otherwise) must not use the equipment.
  - 30) Remote control mowers and sprinklers must be turned off during the hire.
- If you are unsure about anything, please contact us on the telephone number above.