

# General Terms

Please read our full terms and conditions on this highlight, this will be given to you in paper form on arrival of your hire for you to read, sign and date.

- To ensure a safe and smooth set up we require a van sized parking space next to the hire location, a clear empty pathway to safely take through the equipment and a British standard electricity supply.
- It is the responsibility of the person/s hiring the Equipment to ensure that you have the correct amount of room to accommodate the equipment you have requested. Please ask for Sizes and amount of space needed if unsure from viewing our sizes highlight on our page. All inflatables require at least a extra 3ft in front and behind the unit and at least 2ft either side and above the unit. Please note if by chance we arrive and the agreed equipment won't fit you will be required to pay a abort fee - full remaining balance owed. This is to cover the costs of labour, fuel and as the equipment has been assigned to you and can no longer be reassigned elsewhere. We can not guarantee from pictures if the items you have requested will fit, it is up to you as the hirer to measure the area.
- Inflatables are suitable for most surfaces, as long as the surface is smooth and flat. We will anchor the inflatable with pegs if set up on grass or sandbags if set up on artificial grass or pavement. When booking in please state the surface your equipment will be placed on so we can provide the correct equipment. If you change the surface before your hire please make us aware ASAP.
- When booking a inflatable / bouncy castle/ Softplay for indoor hire and venues please be mindful of any ceiling restrictions such as low beams, fans, lights and so on.
  - Outdoor / Garden hire, please remove any animal or general waste from the area BEFORE we arrive, we may refuse set up if any anima waste is discovered in the area to avoid staining our equipment.
- It is the responsibility of the person/s hiring this equipment to ensure that it is not used for any purpose other than described in our hire agreement and shall not be sub-hire or use the equipment or allow the equipment to be used for illegal purposes.
- Props - it is the responsibility of the person/s hiring the equipment to ensure it is Not used for any purpose other than described in our hire agreement, if we have agreed beforehand that you are sub hiring props we strongly suggest you have your own waiver to be given to your customer as in the event of items being returned dirty or damaged you will be liable for any charges / replacements.
- The industry recommends a maximum wind speed of force 5 on the Beaufort scale of 19-24mph, in the event of wind speeds reaching force 5 (19-24mph) units will NOT be put out and your hire will be cancelled.
- We reserve the right to cancel any booking if the weather conditions are such that is considered unsafe. If we take the decision to cancel your outdoor hire due to weather conditions i.e excessive rain, snow, wind speed. We will suggest you to source a indoor venue or offer for you to reschedule your booking to another date of your choice or any money paid refunded or turned into a credit note - all options will be given for you to decide.
- We have full public liability insurance, should your venue wish to see this please let us know.
  - Drivers will NOT leave equipment until the full remaining balance is paid.
- We do not tolerate rude, aggressive or inappropriate behaviour towards ourselves or members of staff. We do reserve the right to cancel your booking if any of this occurs.