



Terms and Conditions

The Inflatable can and will only be set up in secure gardens with gated access. It must be a fenced off garden with no access from neighbours or the public. We will not set up in shared garden areas or public spaces.

A suitable electrical supply meeting British standard must be provided.

Parking (Transit Van size) must be made available next to hire location.

Please contact the office prior to the date of engagement of any specific requirements needed.

The equipment is NOT to be moved from the location it has been set up in as this may cause damage. No person should tamper with the anchor points, blower or electrical leads and safety mats should stay positioned in the impact area.

THE HIRER will, during the period of the hiring, be responsible for the supervision of the equipment, its care, safety from damage however slight of any sort, and the behaviour of all persons of all ages using the equipment whatever their capacity.

MAXIMUM NUMBER allowed to use this equipment at any one time is 10 (approx). Always ensure that the bouncy castle is not overcrowded and limit numbers according to the age and size of children using it. Including proper supervision to ensure younger children use the equipment separately to older children.

THE HIRER shall not use the equipment for any purpose other than that described in the hiring agreement, and shall not sub-hire or use the equipment or allow the equipment to be used for any unlawful purpose (this includes putting washing up liquid or any other liquid, polish etc onto the unit including WATER) or in any unlawful way, nor allow anyone onto the equipment wearing shoes, spectacles, carrying sharp objects, key rings, metal studded clothing or any other similar items which could cause damage to others or the equipment. No animals or toys on the bouncy castle. Any tears or punctures to the castle or mats will be invoiced to you for repair.

No food or drink is to be taken onto or consumed on the equipment.

No Party Poppers, Coloured streamers or Silly String should be taken, thrown or sprayed onto the equipment, these materials permanently stain the material and the hirer will be liable to compensate 'Bournemouth Bouncy Castles' in the event of damage. If it gets stained, you will be invoiced a cleaning fee.

No smoking or barbecues near the bouncy castle.

No heels on the safety mats, you will be charged for any damage caused by heels.

Climbing, hanging or sitting on walls is dangerous and must not be allowed. No somersaults, no flips allowed.

Do not allow anyone to bounce on the front safety step as a child could easily bounce off the inflatable and get hurt. The step is there to assist users in getting on or off the equipment.

Ensure that no one with history of back or neck problems is allowed on the bouncy castle or anyone that is feeling unwell or sick.

Do not allow anyone to be on the bouncy castle during inflation or deflation as this is dangerous, suffocation can occur.

THE HIRER is responsible for making sure that the equipment will fit in the size designated. Please take note of the total space needed on each castle advertised. Outdoor hires must be on grass (no artificial grass, concrete, tarmac, slabs, stones, etc.) In halls please take note of any ceiling restrictions such as low beams, fans, lighting. If you have pets, please also remove all animal foul prior to delivery and during the time of your hire to avoid it staining the castle (cleaning charge will apply). We reserve the right to refuse setup if animal foul is spotted all

around the garden.

THE HIRER shall be deemed to have inspected the equipment (accessories and trailer(s) if supplied) and to have agreed that it is supplied in good condition unless he/she brings to the attention of 'Bournemouth Bouncy Castles' when it is set up and checked by the hirer when coming in to possession of the equipment any faults noted by the Hirer.

THE HIRE PERIOD unless otherwise agreed is from delivery until or after at the discretion of 'Bournemouth Bouncy Castles', any obstruction by the hirer or their guests causing unnecessary delay will be charged at £35 per hour or part of.

PUBLIC LIABILITY INSURANCE is excluded in its entirety following any claim or injury to any third party or employee whether directly or indirectly related to the use of drugs and/or alcohol. 'Bournemouth Bouncy Castles' excludes any liability for injury loss or damage caused to any person using the equipment contrary to the terms and conditions of this contract. 'Bournemouth Bouncy' Castle holds Liability Insurance (£5 million) but this is only valid during the delivery and collection of the equipment or if a member of 'Bournemouth Bouncy Castles' staff is manning the equipment.

IMPORTANT NOTICE: Provided that the equipment is used in accordance with the above guidelines and conditions of hire, those using the inflatable should do so safely. However, accidents can happen. 'Bournemouth Bouncy Castles' can accept no liability for injuries sustained or any other loss, howsoever caused, in the absence of the negligence of 'Bournemouth Bouncy Castles' or its employees. As the equipment will be in the hirers possession and control whilst in use rather than 'Bournemouth Bouncy Castles', any liability for injuries or other losses caused other than in the circumstances described above rests with the hirer. Accordingly, it is strongly recommended that the hirer has adequate public liability insurance covering his or her liability arising from the use of the equipment.

CANCELLATION - We will only ever cancel your hire if strong winds or prolonged rain is forecast for the entire duration of your hire. We will try to give notice of this 48 hours prior your booking however this is not always possible as the weather forecast changes frequently.

You may cancel your hire anytime, but we ask that its no later than 48 hours before your hire date. If you do not cancel and we still turn up to do the job you booked us to do, you will still be required to pay and may be blacklisted and any money already paid will be forfeited as you have stopped the equipment from being hired out. Booking fee is non-refundable, but can be used for any booking within 12 months.

WEATHER - We cannot set up an inflatable if the wind speed and/or gusts is 24 mph or more. This is for the safety of everyone and is a regulation under BS-EN 14960:2013. If you have a castle booked and the wind speed is picking up that day, we may need to cancel your booking. We will however be checking the expected wind speeds for that day before your booking is due to take place to minimise disruption to your day. You will know in advance, however this is not always possible as the weather is out of our hands. Please note that all hire companies should follow this regulation.

If rain is forecast all day, then we will not be able to proceed with your set up. Although our castles have rain covers, these are only suitable for sudden showers and are not permitted for continuous rain. This is again for your safety.

If it does happen to rain heavily/continuously whilst in use, please remove everyone from the castle safely and leave the castle switched on to avoid water filling the insides. Failure to leave the castle up will result in a fine of £50. Once the rain has stopped please wipe the castle bed with bath towels, do not use the castle again until this has been done. No refunds or discounts will be given if it rains during your hire. We do not control the weather. Please do not apply sun cream to children on the inflatable as it acts as a lubricant and possible injuries can occur.

Please also do not use anything else that can cause slipping on the castle e.g. polish or washing up liquid, hoses pipe, buckets of water/water bombs. Do not turn any slides or castles into water fun. In hot weather all surfaces including material can get hot, we recommend socks are worn to minimise possible burns, where safely possible we will set the castle up away from direct sunlight. Please rotate the safety mats at regular intervals to keep them cool.

INDOOR VENUES - We welcome indoor venue hires all year round. When booking you indoor venue and bouncy castle make sure to take note of the ceiling height and any restrictions like beams, lighting and fans and also the size of hall as we need a certain amount of space around the castle and we cannot obstruct any fire exits. All our castles on the website state how much total space is needed and the height required.

It is your responsibility to ensure the hall you have hired has adequate space for the castle you have ordered.

During the months of October to March our British weather isn't so kind to us, so we don't allow any outdoor hires. We hire all year round with the emphasis of offering indoor hires only during the winter months to help keep all bouncy castles in immaculate condition.

PAYING FOR YOUR HIRE ITEMS- When you book your bouncy castle from us, we **GUARANTEE** that you will not be disappointed. All of our bouncy castles are of the highest quality and kept in excellent condition. £25 non-refundable booking fee to be paid to confirm your booking. If this is not paid your booking is not secure and is not going to go ahead. The booking fee is non-refundable even due to weather, illness, COVID restrictions, if your party is cancelled, or any other reasons, but can be transferred to any future booking within 12 months. Booking fee is to cover our admin costs, booking system and payment processing. Cash on delivery is generally the most common form of payment. However all major debit and credit cards are accepted, or you can pay by cheque or bank transfer as well.

However, we kindly ask that bank transfers are to be made no later than 48 hours before your hire to allow the booking to continue this just saves us from chasing payments so close to the day and minimises disruption. All weddings and events that need a speedy and invisible setup are required to pay in full no later than 48 hours before the hire to avoid disruption to your day.

DELIVERY - If we are unable to deliver due to vehicle failure a full refund will be issued at our earliest convenience. Although we have a 100% delivery rate in the unlikely event, we do have a problem which is out of our control we will call at the earliest opportunity.

We will also call you if we cannot find you or if traffic/roadworks/closures may cause us to be late so please make sure you have provided the correct contact details.